TORONTO COMMUNITY HOUSING CORPORATION

TENANT SERVICES COMMITTEE MEETING
NOVEMBER 18, 2021

TABLE OF CONTENTS (Revised)

WRITTEN DEPUTATIONS

AGENDA ITEM #		PAGE #
2D	**Q3 2021 Tenants First Update**	
	Anita Dressler	2
	Bill Lohman	4
2E	**Violence Reduction Program Update – Q2 * Q3, 2021**	
	Nicole Corrado	56
2F	**Overview: Community Safety Unit**	
	Cheryl Duggan	57
	Nicole Corrado	62
5	**Board and Committee Meeting Rules of Procedures**	
	Cheryl Duggan	63
6A	**TCHC's Operational Performance Measurers**	
	Nicole Corrado	65
6C	**Crisis Priority Transfers**	
	Amanda Coombs	66
	Cheryl Duggan	67
6D	**Community Impact Programs**	
	Cheryl Duggan	68
	Kathleen Doobay	70
9	**Seniors Housing Unit South East Region Tenant Experience Survey Results**	
	Nicole Corrado	71

Good morning, Chair and Members of this Committee

During these trying times of Covid, many things have occurred. Tenants First and Management are moving forward with their agendas. Unfortunately, it is supposed to be about us but planning is happening without us. The Seniors are the losers.

We have had our dignity taken away. We feel that your agenda is moving us into a state of a patient in a nursing home. Agencies are a wonderful source of programs, but only if the agency is willing to work collaboratively with the tenant leaders.

Most programs by the agencies are not what we want or need. Digital learning or art classes vs. Medical and food services-- is a joke. Community leaders would like to be shown that you believe in us and that we are respected.

We are knowledgeable volunteers. In most senior buildings interaction is the missing point. It is possible for distance to be obtained, when you open a community room for someone to take a book or newspaper to read and be outside of their unit. This stops isolation and depression. Allow two tenants to play chess or cards. Every little thing that an agency does not seem to realize is the important part of programming for seniors.

Agencies give programs that not all seniors want and in many cases cause the state of exclusiveness, rather than the policy of inclusiveness. No consideration is given to what we want.

Tenants First appears to have an agenda of One size fits all. This is so wrong, each building is like a little village with different demographics, different needs and wants, different cultural or

social values. Yes I agree certain things should be one size fits all i.e. buildings that are clean, well maintained, in good repair, security being available, co-operative staff. A little compassion goes a long way.. You have forgotten that many of us are proud, independent souls with some life left in us. The dismissive attitudes are concerning.

Many Community leaders are being left to feel that all the work that they have accomplished in their buildings while working collaboratively with staff is a forgotten past.

The chaos of transition is playing a marked impact on your Senior tenants. Change is hard for many. Please remember we should not be pushed aside. There has to be a human element when you are making plans for us, start including us.

Please do not say that you communicate. I beg to differ with you. Every building needs translated material in the top two or three languages and many of us are not computer literate. We like to read and digest the message sent to us by you, in our own time. When we speak up about the things that irk us, do not toss it into the garbage can, we are sending a message of frustration and are asking for honest, responsible help.

Thank you for allowing me to give this deputation.

Stay safe.

Anita Dressler
Tenant Rep
Member of STAC

11-18-2021 TSC Deputation_ Tenants First Update

Item 2D - Q3 2021 Tenants First Update

Good morning Mr. Chairman, Mr. Sharma, Ms. Penny and Committee Members, Thank you for this opportunity to address the Committee.

My name is Bill Lohman. I am a senior in one the 83 building that will become the Toronto Senior Housing Corporation. I am a member of the Senior Tenants Advisory Committee(STAC) for the Integrated Service Model and I am a long standing member of Seniors Voice.

Let me begin by saying, “I believe the ISM is a great idea that will be a huge benefit to Living in place communities, once it is fully implemented. I have seen much positive effort, on many fronts.
My concern is about what is actually being implemented and how.

This Q3-Tenants First Update claims that, **“Robust, collaborative and ongoing communication with tenants and staff is a cornerstone of this project and a successful transition will not be possible without it.”**
“TCHC is committed doing everything possible to ensure this transition is successful and that TSHC is set up to operate the 83 seniors-designated buildings.”

Tenants First, TCH and SHU, all claim in their reports that “tenants will have direct involvement in implementing a system that best meets the needs of seniors. TCHC is working with tenants to develop a new tenant engagement model. The new model will give tenants a say on issues that affect their community and allow tenants to have input on local decision-making.” Really?? or is it an erroneous cut + paste from the youth/family engagement refresh because what is promised in these reports is not occurring in the 83 senior communities.
I have included the list of senior's unanswered questions, requested by the TSHC Board. These questions need answers.
Although they are being presented to you through the eyes of senior tenant leaders, these concerns belong to the voices of 14,000 senior tenants who have been siloed and silenced, by a deliberate “For them but not with them” agenda.

These lists are just a representative sampling of the continuing disdainful manner which senior tenant's questions are being treated and the systemic lack of accountability of TCHC and city staff to provide the same level of inclusion,

fairness, and regard for SHU tenants as they have/do for the youth and families.

The attached file of unanswered questions stand in stark comparison to the disingenuous reporting that only speaks to advance a unitary agenda and fails to address the absence of any measurable tenant input to the city staff's ISM model, let alone acknowledge the current plight of silenced, isolated senior communities, while allowing for the unscrupulous application of the ISM agenda to abet the self-serving interests of other stakeholders.
It is choosing to be dismissive of the client's rights and 'needs', in order to make an easy quid-pro-quo deal to satisfy the 'wants' of outside agencies by robbing seniors of their common spaces for agency exclusivity.

TCHC staff are not living up to their Service Commitments or the very principles of engagement they expect from tenants:

Respect, Collaboration, Honesty, Integrity, Accountability

The silencing treatment of seniors in the 83 buildings is discriminatory.
And the appropriation of common space access by arrogating the right of tenant leases for agency benefit, without consultation and due process, is fraudulent and actionable!
This committee has accountability for the behavior and actions of staff and their treatment of a vulnerable senior population.
Start correcting the problem.
Stop excluding senior tenants. Their voice is needed on transition committees.

Respectfully submitted,

Bill Lohman

To: The TSHC Board 11-15-2021

Dear Members,

Thank you for requesting our lists. These questions need answers. Although they are being presented to you through the eyes of senior tenant leaders, these concerns belong to the voices of 14,000 senior tenants who have been siloed and silenced by a “For them but not with them” agenda.

It is important to point out that these lists are just a representative sampling of the continuing disdainful manner which senior tenant's questions are being treated and the systemic lack of accountability of TCHC and city staff to provide the same level of inclusion, fairness, and regard for SHU tenants as they have/do for the youth and families.

While it is frustrating that we can't unload all of our unanswered questions from past years, just to rid them from our brains and be done with it, the hope is that these unanswered lists, prepared for the TSHC Board, will open eyes wide to the dismissive disdain that seniors continue to be subjected to by city and housing staff.

We know, the approach that we are taking right now, is the only positive path forward. As we have suggested and requested, that including the voice of senior tenants is the only positive pathway to a mutually agreeable resolution. We need your insight, integrity, and insistence to stop the steal of our dignity, our voice and our self-worth, as seniors in Toronto.

We stand ready to provide answers to your questions.
Regards,

Bill Lohman

I am attaching a copy of the letter to City Ombudsman that includes TSHC/TCHC management's dismissive reply to it.

Concerns Regarding Seniors

STAC was created as a Senior Tenants Advisory Committee with a mandate of advising staff on the needs of senior tenants. Instead,the committee was never an advisory committee but a brainstorming session for staff's agenda. We were a convenient source that was falsely represented. Staff used the tenant members as pawns stating emphatically that we approved their agenda, minutes and deferred item list.

On many occasions the members raised the question why minutes were not accurate and that there were inserts of information that had never been discussed, reviewed or seen by the members. The parking lot list (deferred items) was never presented to the members till recently and then items listed were not accurate. Some of the items listed were never brought forward to the committee and marked closed without approval by vote by the members of the committee. Numerous items were never included in the list.

The minutes should be marked invalid, as there was never approval of them. You will not find any records of a vote with yeas, nays or abstentions. Committee members raised many concerns that would impact on the senior communities (83 buildings). No responses, review or discussions occurred.

An email was set up at the beginning of the committee in order that there would be communication between the tenant members and staff. This email was called members of STAC and on numerous occasions it was requested that the name be changed to Staff of STAC, since communication only went one way tenants to staff but we were not privy to the material submitted and it was never discussed by staff. Similar was the newsletter which was called Seniors Speak, but turned out to be only subjects that Staff wanted addressed as information. The material suggested for the paper was helpful hints or stories of success in the 83 buildings. This was not a tenant paper but staff directed topics, most of no use to the tenants.

The list is lengthy as staff refused to acknowledge concerns that impact on the senior tenants.

1. Impact of Streets to Home or CAMH persons being moved into senior buildings without being in transitional housing first to learn life skills. This was addressed in deputations to TCHC, The Executive Committee and City Council Seniors were put in danger,(being pushed ,assaulted, spit on and terrorized causing them to become vulnerable, clean well maintained and repaired buildings became bug infested and damaged.

2. Agencies takeover. Using community rooms as their own and locking doors when they left. Programs offered not in the liking of tenants. Agencies claimed that they surveyed the tenants on programming. This is a conflict as no tenants saw the surveys, and the surveys were written, collected and reviewed by the agency involved. Many communities were offered programs that were not in keeping with programs that had been successful and were removed as engagement
3. Hubs were announced and tenants were told that they would be close to buildings not in them. The first HUB was created and staff were allowing the agency plus the catchment area to use the community room. The tenants were horrified and fought hard against this move as it posed a safety issue, and loss of space to the tenants. These tenants went to their local City Councilor and in short order were harassed by staff. Due to their hard work The HUBS are on Hold at this time. Many suggestions of placing HUBS were made by tenants to place them in adjoining spaces i.e. the old OU offices or at the Agency Community Centre.
4. An engagement committee known as TERS was formed with the Manager and Staff of the Refresh and two advocates. Numerous brainstorming sessions occurred. Nine meetings and no approval of the Refresh model which was geared to youth and family buildings was passed as approved by the two tenant advocates. This was untruthful, as the two advocates did submit to the TERS Committee, STAFF of STAC and the General Manager a Senior Refresh model which was never addressed or acknowledged.
5. Concerns that OCHE was being taken away from the Seniors living in the 83 buildings. OCHE was created to protect senior tenants and to help them avoid eviction for rent arrears. Seniors are now in the position of this valuable service till June 2022, while family buildings will benefit. Tenant Services have stated that the new Senior Unit will have to get their own form of OCHE. Seniors have been ignored in their arguments for the need of OCHE after the deadline 2022.
6. On numerous occasions the committee has asked for the impact of the ISM success and failures in the S.E quadrant. This information has never been shared with the advisory committee.
7. Members have reached out to others living in the S.E. and many other tenants who were contacted either did not know about the ISM or have stated that things are worse for them now than ever before.
8. Strict regulations and restrictions have been put on tenants in all common areas, but agencies are allowed to proceed with none of the same restrictions. Tenants' community rooms and/or spaces are being taken away from the tenants contrary to their lease.
9. Old data from surveys(more than five years old) is being used as a basis for programming, not taken into consideration that the same tenants have aged,

have more disabilities due to aging, changing demographics in buildings, and a new mixture of younger vs older senior tenants, is not being acknowledged.
10. Many sections of tenants leases are being breached.
11. No tenant input to things that impact them. An example of a new contract has recently been given to Coin-o-Matic instead of Sparkle washers and dryers in senior buildings. The machines by the new vendors are front loaders which make it difficult for senior tenants to use. Seniors can not bend or reach to get laundry. Top loaders are the preferred machines for this age group. Also machines instead of coins were advertised to download on credit cards or interact cards. Many tenants feel unsafe as they have been told by Police Services not to do this as the card could be compromised. Tenants prefer to have the option of putting cash onto a card similar to Presto. Tenants were never notified or asked how this new contract would impact them. (As per the stakeholders agreement)
12. Programs created by Community Leaders and Tenant Reps met with opposition and barriers put in place for tenant events.
13. Safety concerns brought forward for example Oxygen in Use Stickers and identification. Staff adamantly stated no such legislation till tenant advocates produced copies of The Fire Marshall and Toronto Fire Services ACTS No further discussions. Advocates forwarded the concern to R-Path under accessibility to obtain assistance.
14. Seniors Voice, a Senior advocacy group for the last eight years, held special meetings with interested members of STAC to address numerous subjects, not being discussed, that impact on senior tenants. Transparency of the special meetings was provided to Staff through submitted minutes of each meeting with requests to discuss the topics members addressed in the minutes.
No response, no discussion and the items never addressed by management.

The attached lists of unanswered questions stand in stark comparison to management's disingenuous reporting that speaks only to advance their unitary agenda and time-line that fails to address the lack of any measurable tenant input to the city staff's ISM model, let alone acknowledge the current plight of silenced, isolated senior communities, allowing for unscrupulous application of the ISM agenda to abet the self-serving interests of stakeholders.
This is unacceptable, disdainful treatment of a vulnerable senior population. It is choosing to be dismissive of the client's rights and 'needs', in order to make an easy deal to satisfy the 'wants' of outside agencies by robbing seniors of their common spaces for agency exclusivity
Thank you for your time and consideration,

Anita Dressler

List of Unanswered Questions for the TSHC Board

Thank you for this opportunity to be heard on this matter to air senior tenant concerns about the high-handed manner and imperious approach being lorded over senior tenants and the STAC members appointed by the city to represent them and their interests.

07-03-2019 CUPE79 Tenants First – A New Seniors Housing Corporation
There has been a lack of accountability at Toronto Community Housing and this will not be solved by the creation of a new corporate entity. Staff advise that by creating a separate corporate entity, the City will mitigate risk. We do not agree. While the City may avoid accountability by creating a new corporation, the risk will be passed on to the seniors that our members work with every day.
Tenants First, Mayors Exec/Council

Tenants First/ SSLTC

Tenants First used the 'Take 5 survey' to establish the priorities expressed by TCH tenants. That same survey was cited to declare the priorities of seniors. The Take 5 survey was city-wide and open to all TCHC tenants, from 9 to 90. Plus it was done in 2015, years before the separation of the seniors entity was made public. (one size fits all priorities?)

The Tenant-Matters(9.1) sections of both shareholder documents were directed by the same set of individuals. One would expect that the section 9.1- Tenant Matters of the Shareholder directions for TCHC tenants would be the same for tenants of the new TSHC. Certain parts are worded differently that alter the intent and scope of accountabilities. What does that say about attitude and the approach toward seniors? Aren't all tenants supposed to be treated the same? Why is one statement obligatory and supportive while the other is perfunctory and austere?

9.1 Tenant-Centered Operations

- shall, in consultation with *Tenants* and other parties as required, maintain and apply:
TSHC- (a) An eviction prevention policy which aims to balance efforts to ensure the payment of rent while facilitating the tenancies of households experiencing financial difficulties in paying rent;
TCHC- (a) eviction prevention policies which: (i) are (designed to keep individuals and families in their home and help them avoid entering into homelessness; (ii) aim to balance efforts to ensure the payment of rent while facilitating the tenancies of households experiencing financial difficulties in paying rent; and (iii)

For seniors it is: **ensuring the payment of rent** consistent with the **eviction prevention mandate**.

For families it is: **helping tenants avoid homelessness** and **comply with TCH's statutory obligation** to ensure that Tenants have reasonable enjoyment of their rental unit and the residential complex.

What happened to the statutory obligation to keep seniors in their home to help them avoid homelessness?
Why has it been removed from the Seniors Shareholder's Direction, just like the transfer of OCHE, which was created specifically mandated to help mitigate senior tenant homelessness, following a review of Al Gosling's death?

> **TSHC**- (e) Measures to ensure that *Tenants* have reasonable enjoyment of their rental unit and the residential complex in which their rental unit is located in a manner consistent with its eviction prevention mandate(?)
> **TCHC**- (e) Measures to ensure that Tenants have reasonable enjoyment of their rental unit and the residential complex, comply with TCH's statutory obligation to ensure that Tenants have reasonable enjoyment of their rental unit and the residential complex;

Please explain why Seniors reasonable enjoyment is being equated to and qualified by "a manner consistent with an 'eviction prevention mandate", which is arbitrarily subjective and abnegates stipulated accountability, versus, the statutory obligation to ensure that tenants in family buildings have reasonable enjoyment?
If there is a statutory obligation to ensure tenant's reasonable enjoyment, please explain why seniors are no longer deserving of or entitled to the same obligatory considerations they had as TCHC tenants?

Tenants First, SSLTC, TSC, SHU

10-20-2020 Tenants First Presentation- follow-up
Notwithstanding COVID-19, the seniors population has been in a state of limbo about their future since the Senior councils were disbanded by you, shunned and derided by the engagement Refresh, two years ago. How do you explain this lack of communication with seniors communities?
When Tenants First announced the urgent need to install new Tenant Directors through an interim process that necessitated by-passing the established democratic process of tenants choosing their representatives, claiming some unspecified time constraints. The almost one year delay, by you, to replace tenant directors by election belies the given rationale. And now you plan to eliminate the ability of tenants to elect who speaks for them, permanently?
The question seeking to know who has responsibility for providing recreation for seniors communities, did not get a reply. I did not see the word 'recreation' written in any of Tenants First, TCH, or ISM documents related to seniors. Can you explain why recreation for seniors is not being addressed, yet, it is a stated front-page and given priority consideration for youth and families?

Tenants First, SSLTC

How can you acknowledge the unique needs of TCH youth with engagement pilots, funding, professional support systems, grants, input&access, plus a separate youth council that includes a 25%+ voice on all Refresh oversight decision-making, while at the same time, disband senior councils, un-fund senior engagement, and reject repeated requests to accommodate the engagement needs of elderly senior tenants? Tenants First, TCHC, TSC

03-2021 ISM conference - Sunnybrook&SSLTC

Collaboration with senior communities has been absent. Everything is about but not with seniors. Why?
Shouldn't seniors be informed and actively participate in the process of change in their buildings?
Why have senior tenants been siloed and excluded from any meaningful participation in the development of the ISM ?
Where is the collaboration with tenants on the Integrated Service Model?
SHU/SSLTC

04-2021 OCHE for seniors

I am reminding you that OCHE was a program created for Seniors.
Therefore, please tell me and my fellow Seniors--Why seniors are losing OCHE? Because OCHE was created by TCHC, You say that it's theirs and will stay with the youth and families. Do you really think it is a Wise decision?
The Refresh was also created by TCHC but, this, you are imposing on Seniors.
Well, the youth Refresh program was created by TCHC for youth and families, but this program you say will go to the seniors. How does that equate?
Mayor's Exec, Tenants First, TSC, SSLTC

STAC/ISM

08-15-2020 Committed personnel assigned to work with the seniors portfolio
TER meeting at 931 Yonge, grandstanded by Tenants First Youth,
left the seniors portfolio with no budget, unresolved protocols & procedures and confusion about who is responsible for what. It is difficult to understand how continuing to approach seniors in the same manner, with the same lens of age bias will produce the necessary positive senior acceptance of the ISM that you expect and need. Why? Tenants First, TSC, Grant/SHU

01-25-2021 Thoughts for our ISM Q/A discussions
What is the scope of the role and where are the SOP's for SSCs?
What is their accountability to tenants?
How are psycho-social needs of older people perceived and being met?
STAC

02-03-2021 STAC 'group discussion questions' SSC
SSC 'deep dive' component of the 01-25 agenda
The SSC 'deep dive' questions remind me of a pilot project that generated an engagement profile for staff w/ guidelines and a positive engagement approach that could be useful for detailing how the SSC role engages with a community and defining their accountabilities and I want to run these ideas by you first for your insights and their appropriateness to the agenda. I'm not sure how deep you will want to dive into the SSC role, are they in-line with the model's vision and expectations of the position STAC mgmt.

04-15-2021 Questions HUB?
At the 'Hub" meeting, I asked for the list of agencies, broken down by region and their services, to help the SSCs identify available local engagement opportunities for senior communities. So again I ask, "Is there a list?" And "If not, why not?"
Where are the senior specific policies that address the psycho-social and recreational needs of seniors?
The word "Privacy" is a 'Slam-the-Door-Shut' communication stopper that is abused by staff to avoid responding to tenant inquiries. What is being done to address the staff misuse and abuse of this policy?

Why wasn't the Senior Tenants Advisory Committee(STAC) included or even alerted about this Hub agenda?
Please explain why it's OK for your Hubs to ignore the primacy of the four strategic pillars- the safety of tenants, especially buildings that are full of vulnerable seniors?
How are you going to assure there is equity in the buildings and equality of service amongst ISM communities?

How will you make sure tenants and communities receive equal access and treatment from agencies that ignore your principles and only cater to their group? Jaipreet, STAC

04-26-2021 You selected and asked us to advise

This ISM provides no method of engagement or communication for seniors and this accountability framework provides no avenue for redress of grievance for the concerns and issues of vulnerable seniors. In fact, as written, the role of

seniors in this ISM is that of a customer only, not a participant and certainly not as a stakeholder in designing their 'Living in Place' future.
The announced transfer of OCHE and complete severance of the SHU from TCHC, means that all the SHU governance, policy and protocols, like the OCHE, will need to be done anew. Why aren't we talking about that?
The reality of past history of tenant/staff committee relationships begs the question raised at the first STAC meeting and repeatedly since, is still waiting for a direct and honest answer: So, again, is your plan to heed our thoughtful advice and implement STAC member suggestions to benefit senior communities in implementing the ISM time-line or is this exercise just a rubber stamp to justify the current, unwavering, linear approach of your project?
How about providing some transparency to this committee, or will you continue to follow Tenants First and SSLTC strategy that, 'Seniors don't need to know"?

SHU mgmt.

<u>05-04-2021 Deputation to Tenant Service Committee</u>

Tenants were notified 7 days before the council votes, and given no prior knowledge or input to the items content or voice on the long term implication of the actions that Tenants First has advanced. Why wasn't the Senior Tenants Advisory Committee(STAC) included or even alerted about these critical issues?

Do you not see a double standard between the privileges and approach used by Tenants First to inspire and empower TCHC youth compared to their blatant disregard for senior concerns and the siloed wall of silence around seniors communities?

Seniors have been isolated, dejected, uninformed, unaware and voiceless while empowered youth coordinate with staff on a model that has youth interests deciding how seniors will be engaged in the activities to be provided to senior communities?

The complete silence of the Tenant Services Committee to provide honest answers to seniors questions amounts to a tacit complicity in a scheme to deprives seniors of their 'right to know' and be involved in deciding their future engagement, with the same level of staff support and the same degree of professional assistance that was/is provided to youth and family buildings.
Do you honestly feel seniors have been treated with the same level of respect and consideration by City and TCHC staff as the youth and family buildings?
Doesn't this amount to discrimination against senior tenants and their best interests? This is Ageism!

Tenants First, TSC, SHU

<u>05-10-2021 Tenants First and TCH staff sold Seniors</u>
Why was the original promise of 16 senior hubs, reduced to 5 and then only 4,

that, unbenounced to tenants, are open to the catchment area(¼ of the city's senior population)?
Who approved appropriation of the common spaces guaranteed in tenant leases through a 'backroom' deal to give outside agencies exclusive access to common spaces in the buildings, and take total control of the community engagement programming to benefit the agency and their outside clients?
Senior tenants raised concerns about their engagement experiences with agencies; the encroachment on tenant's right to use of space, commandeering and controlling community space and programs, and a long documented history of disrespectful agency behavior and treatment of non-client tenants. Why are decisions being made to abnegate the voice of tenants in deciding their own community engagement?
Where is the concern for seniors needs and wellness that is being overshadowed and undermined to accommodate the interests of agencies and the goals of city staff?
Why is there NO consideration for senior tenant's interests by those who are mandated and tasked to represent them?
Opening Hubs to the outside community disregards and nullifies the very security and privacy that 'locked-entry' building protection is suppose to provide elderly tenants. How does this lack of empathy and due-consideration for senior tenant safety provide any sense of respect or dignity to senior tenants?
Don't you think it's time to let us help you help us?
Shouldn't seniors be informed and actively participate in the process of change in their buildings?
Why have senior tenants been siloed and excluded from any meaningful participation in the development of the ISM?
Where is the collaboration with tenants in the Integrated Service Model?
Collaboration, even any substantive communication with senior communities has been absent for years. Almost everything presented is 'about seniors but not with' seniors. Why? TCH/SHU mgmt

<u>05-28-2021 Ombudsman Toronto - William Lohman</u>
What is the strategy behind not informing or including seniors in the discussions and development of the Integrated Service Model(ISM) with the same due regard provided the youth and family engagement model, by Tenants First and TCHC?
It would appear that seniors leaders of each community are expected to be the thread that sews and binds the Integrated Service Model(ISM) and nonexistent Engagement Refresh together; tasked with maintaining an open communication channel that serves as the core link to senior communities for the drop-in management staff. Where is the full-time, extra staffing and added supports written about and promised?

Why is the City and TCH management plan for 'senior wellness hubs' exactly what every senior community said they do not want; interloping agencies and outsiders in their buildings controlling the common space and denying the access their tenant's leases give them access to?
This hub agenda is just one documented instance resulting from failed tactics that highlight the lack of respectful consideration, transparency and accountability from this ongoing strategy to silos seniors behind a wall of silence. Why are you keeping seniors from participating in the design of their own 'Living in Place' Futures, as promised?

Tenants First, SSLTC, TCH/SHU

06-30-2021 If you have a few minutes_ Ombudsman
I was informed that the 'Tenant Services' at TCHC, the tenant facing and engagement department, no longer exists. There was no answer to my question, "Then, why is there a Tenant Services Committee meeting, on July 5?".
Is it because the tenants in the seniors portfolio have been 'canceled' by TCH Refresh and siloed by the Seniors Housing management team, run by the city's project fixers, who openly stated to STAC members that our concerns about inclusion, the ISM's transition and problems occurring in our seniors communities were dismissed as concerns for someone else to fix and take care of? Because, that is what we have been hearing for the past three+ years, “Your concerns need to be addressed and taken care of by someone else. Sorry, there is nothing I can do.”

TCH, Refresh, SHU

We have had no active engagement support, no active CSC, and no active engagement management since July 2019. Add to that, Seniors Housing management's condescending, dismissive and demeaning treatment of the senior tenant volunteers who were selected to be advisers to implementing the ISM into the 83 seniors buildings. It encapsulates the ongoing disdain for the opinion and ideas of seniors that are contrary to the Tenants First agenda . It shows an indifferent, 'one-size-fits-all' disregard for the dynamics and wellness of senior communities. This is contemptible!
Have you forgotten that low-income, vulnerable seniors are classified as an equity seeking group?
This Tenant Services Committee oversight has listened to numerous deputations that speak of poor communication, lack of staff accountability, lack of consideration for senior specific needs and the absence of senior input and inclusion in engagement Refresh policies. How can this body, sit by idly and say nothing to repeated calls of concern about bias treatment and ageism against Toronto Housing's senior tenants?

TSC, SHU

07-22-2021 TCHC Board Deputation

What if you were compelled to open the first floor of your home to be a public thoroughfare to unknown entities every day of the week. How would you feel finding homeless wandering around your second floor hallway or tied-off and ready to shoot the moon, in your bathroom?

How would you like the entire catchment area being invited to hang around your front door?

The honest answer: It would be a harrowing imposition to your life and you would not tolerate it for one minute! The tenants of the 83 seniors buildings, that are slated to be open-house hubs, are facing this 'very real imposition and threat to their privacy, safety, well-being and the dignity in their lives, simply want to say, "Please don't destroy our senior communities". TSC, SHU

08-23-2021 updates for Phase 1 of the ISM

I am following-up to get the updates for Phase 1 of the ISM, in the S.E, offered during our 1:00pm meeting on July 27. Please provide the documents, as promised.

"With regards to the ISM Phase 1 updates, I am preparing a formal update for the Sept 13 STAC as part of that meeting package, so this will be forthcoming."

Grant/SHU

08-2021 It could just be that it's rainy weather

Early on, during the first heat-wave, concerns were raised about the lack of adequate communication to alert seniors that cooling rooms were open and suggested signage locations were offered that would better inform senior tenants. Why wasn't that advice applied for the final 2 day heat-wave?

Some tenants saw the whiteboard sign announcing the cooling room and tried to gain entry, only to find their fobs couldn't open the door. Why was the room kept locked?

The security guard was seen sitting on benches out in front of the building and hanging out in the Recreation room, alone, playing with their smart phone. Why wasn't security posted at the door?

What was the purpose of having a security guard inside a locked room?

Do you have any idea the damaging message that this sends to already marginalized seniors communities?

Now that stage 2 permits small vaccinated groups to gather and meet, isn't it about time to unlock our recreation room and the craft room for seniors, after 15+ months of lock-down isolation?

When will we see a working intercom system at Saranac, so seniors can receive their evening pharmacy deliveries without getting dressed and walking to the

main entrance to collect it, not to mention the other after-hour deliveries and visitors coming to the building?
What about delays to EMS' ability to gain quick entry to the building at night, when the front door isn't wedged open?
The entry phone to this building has been off the hook since early Spring with an apology sign that the system is being upgraded. That sign is now wrinkled, tattered, and smudged. We have heard nothing. When will this critical entry system be fixed and usable again? TCHC/SHU mgmt.

09-02-2021 safety concern Oxygen in use
tenants are concerned about neighbors having oxygen and the tenant smokes (potential for a serious event). And why isn't "oxygen in use" signage enforced? Has this issue been looked into as a safety issue? TCH, SHU

09-12-2021 concern regarding the meeting Sept 13th
Right from the beginning we have objected to the minutes. Will you be stating that the STAC members approved everything as it's been done in prior minutes? Why is there a lack of answers and effort to keep the group informed and up to date on initiatives being implemented by staff? STAC

09-14-2021 TSC Deputation

What is stated and promised in these Tenants First reports do not relay what is occurring on the ground. They are filled with assertions that imply everything is just fine and going according to plan. Whose plan and benefiting whom, because for senior tenants, it is not clear?
The design and focus of the ISM is on addressing the 'living in place' needs of the community, only, not the needs of still active seniors. Why is there NO senior tenant representation on any transition working groups?
Tenants First, TSC, SHU

09-17-2021 Concerns on Fire Safety Oxygen In Use
asked what he knew about "oxygen in use" stickers?
Now it is September with no responses since July. TCH, SHU

Engagement

04-09-2021 Questions for Julio
How can you expect seniors to feel they're being included and heard?
Why is the onus for a community's engagement, as defined by Refresh Community Action Plans, placed squarely on the backs of the tenant leaders, Much time and effort has been spent generating accountabilities for tenant

leaders, why are there no written accountabilities for staff?
Julio, Refresh Engagement mgr.

08-25-2021 Meeting follow-up reminder and Saranac weekly programs
You and I had a phone conversation on July 28. The purpose of the call was to discuss my indignation and concern about the past CSC for OUB North, his derogatory treatment of tenant reps and questionable PB misfeasance to their communities. Julio, Refresh Engagement mgr.

09-22-2021 Hi Julio
I understand there was a meeting last week, to inform interested seniors about the engagement TAF for seniors. Why weren't the STAC members, who met with you on several occasions to suggest changes to the Refresh model and alternative engagement approaches, included on your list of selected attendees?
Over the past two years, how many TAF requests for senior initiatives have come across your desk?
How many senior funding requests have you approved?
How does that compare with the TAF requests and reward granted for the youth and family buildings?
Would it show a program that could be a hallmark of the fairness and balance promoted in the Refresh? Julio, TCH Refresh mgr.

10-23-2021 have enough 'utmost'
'Communication is of the utmost importance'. At meetings, you say you agree with that, really?
When am I going to have enough 'utmost' to receive the courtesy of your reply?
Why weren't the STAC members, who met with you on several occasions to suggest changes to the Refresh model and alternative engagement approach, included on your list of selected attendees?
You are the person accountable for tenant engagement with the signing authority for all TAFs. Over the past two years, how many TAF requests for senior initiatives have come across your desk? How many senior funding requests have you approved? How does that compare with the TAF requests and reward granted for the youth and family buildings?
Does it show the hallmark program of integrity and inclusion promoted in the Refresh? What about this unresolved issue of mistrust and accountability?
Actions do speak louder than words! Where is your integrity?
Julio, Refresh Engagement mgr.

Words Worth Scrutiny:
The definitions of certain words need clarification:

Wellness – subjective well-being: physical health, psychological state, personal beliefs, social relationships, environment. (The ISM only addresses the physical components for aging in place and city strategic priorities.
The ISM accountability framework totally ignores the human community.

Accountability – It is interesting that the ISM is framed with accountabilities amongst all parties, with none to senior tenants. The Tenant Engagement Refresh is nothing but a governance structure for tenants.
-In the youth/family buildings: With CSC support, the focus is: on community building, empowerment and recreational activities.
-For seniors: It was designed to service the outside strategic goals and corporate expectations of the city, while responsibility for the community wellness piece, by default/download, is put on senior tenants leaders with accountability to the SSC.
Tenant Action Funds(TAF) serve as a tool that compels/impels the compliance of senior leaders to sustain the ISM for the SSC, in order to get their funding for tenant-led engagement initiatives.

Integrated – combining or coordinating separate elements so as to provide a harmonious, interrelated whole; organized or structured so that constituent units function cooperatively:

Review – is a formal assessment or examination of something with the possibility or intention of instituting change if necessary.
No way can then STAC be considered as an honest review of something

Discrimination- is any practice or behavior that has a negative effect based on protected grounds. May arise as a result of differential treatment. If the effect on the individual/group is to deny or limit access to housing accommodation, goods, services, facilities, etc. that are available to others, is discrimination.
-TCHC Human Rights, Harassment, and fair access policy

Silo Thinking
Silo Mentality in the **workplace** occurs when people specifically conclude that it is not their responsibility to coordinate their activities with peers or other groups. often results in creating some kind of mini organizations within a larger organization. This attitude is seen as reducing the organization's efficiency and, at worst, contributing to a damaged corporate culture.

Teams operate independently, without collaboration with other teams, no executive oversight, no alignment with business goals and standard operating

procedure. Organizations have traditionally used the **"silo" approach to risk management** that looks at the individual performance of a business unit instead of a more holistic **approach** that looks at the long-term impact on **risk** (or in this case, senior tenant wellness.)

Psychologists define compartmentalization as a defense mechanism that we use to avoid the anxiety that arises from the clash of contradictory values or emotions. Compartmentalization can also narrow our thinking. People don't intentionally act differently in different settings or try to pigeonhole people. But the bad news is it happens all the same, most dysfunctional compartmentalization is unconscious.

2010 LeSage Report - Promoting Successful tenancies: Best Practices-

TCHC's role Research shows that respectful, trusting relationships do more to promote successful tenancies than any other factor. "It does means staff are respectful and trustworthy in all their dealings and uphold the principles in this protocol."- pg3

Privacy Confidentiality will inevitably be compromised when behavior or a crisis has affected an entire community. "It is appropriate to reveal publicly available information that affects witnesses and neighbors(community), such as: death, hospitalizations, steps by TCH or police to protect tenants, etc." - pg7

What has changed -

Tenants no longer get to elect their directors to the board; they are selected and not accountable to tenants.

Seniors lost their connection, the free exchange of ideas, and decision-making body when their OU councils were shut down and disbanded.

Seniors have no seat at their building ISM management round-table that will coordinate, deliver and oversee all building functions, including the integrated service delivery, and again, seniors are given no voice in their own community governance.

However, they do get to a say on the 3 Community Action Plan(CAP), provided they are in-line with strategic priorities, for which they will be accountable directly to the SSC.

The sad reality is that for many communities, that those priorities have been and will be decided for them by staff.

The 3 page application process for council funds and annual PB allocations, that

were once reviewed and approved through senior councils and by designated peers, have been re-branded into Tenant Action Funds(TAF), with a 10 page application that includes an essay and submitted to a review by a regional, staff appointed tenant panel to decide whether the submitted request is in line with the building's CAP, to be approved.

Isn't it a form of coercive tool to inure the engagement funding for tenant-led recreation to the benefit of corporate strategic goals?

Eggleton report recommendations to TCHC said staff had to up it's game of customer service:

TCHC responded with it's stated strategic priorities- 2016

Tenant Charter – created for staff and tenants. Staff Buried it for 2 yrs.- resurrected by refresh to hold tenants accountable – but not staff

Refresh downloads their strategic priorities to be a tenant responsibility via CAP funding tied to CAP priorities

Tenants First

Tenant directors selected by city/TCH, not voted in by tenants

“directors aren't there to represent tenant interests”???

Directed OU councils for seniors disbanded - 06-01-2019

waiting 2 years in silence for a replacement

Seniors democratic voice reduced to just your building and only your community's 3 CAP items.

pattern and practice

manipulation: Control, Power

staff select tenants for committees, groups, etc.

Staff write the rules and control agenda, minutes

Change meeting times or cancel.

Gas lighting- claiming what tenants said and want, using outdated and erroneous data.

Using the ambiguity of words and phrases.

Sin of omission- Providing only the particular information they want, using

questionable statistics to justify actions and results:

When the 'Take 5' was done, the separation of seniors entity was not known

Refresh policies – volunteer, use of space, etc.

Roles and Responsibilities – for tenant but not staff

Interim policies

Imposing change using while developing a new policy only to have that interim stop-gap become the replacement, with no tenant consideration or input- because no further consideration was ever planned.

Tenant Directors

tenant funding table

Tenant democracy

ISM

STAC- rubber stamp

Lack of due diligence

lack of response to questions

failure to reply to emails

Isolate and disenfranchise seniors and zero senior tenant input on the ISM can turn into big problems of communication that hamper the cohesion of any meaningful and worthwhile tenant/staff enterprise. It sour relations, weakens trust in management leadership, and it deadens the motivation of seniors who might want to help you help us, but feel the TCHC staff culture is incapable of living up to their Service Commitments and the very principles of engagement they expect tenants to affirm/obey/adhere and live up to:
Respect, Collaboration, Honesty, Integrity, Accountability

The silencing treatment of seniors in the 83 buildings is discriminatory.

The appropriation of common space access, arrogating the right of tenant leases for agency benefit, without consultation and due process, is fraudulent and actionable! So, WHY?

Thank you for the opportunity to present this list of unanswered questions to TSHC Board members. It is my hope that this partial list shows the deliberate policy of dismissive disregard for the concerns of senior tenants, by city staff, and at every decision-making level, of TCHC/SHU management.

Bill Lohman

UNANSWERED QUESTIONS AS REQUESTED BY TSHC BOARD OF DIRECTORS

Sections:

1/ STAC (Senior Tenant Advisory Committee)

Deviation from City Council's Intended Purpose

2/ ISM (Integrated Service Model)

Categories: i) Senior Service Coordinators (SSCs)

ii) MoH LHIN Care Coordinators (HCCs)

iii) Regional Senior Service Providers

3/ HUBS

Purposes and lack of planning/communication

4/ RECOMMENDATIONS

Possible changes to make from this point forward

1/ STAC

Q - When is STAC going to be formed? Started asking this in the fall of 2019. At least 6 times we were told "soon" by both City staff and TCHC staff, until a callout was finally done in fall of 2020 -a year and a half after mandated by City Council.

By this time a lot of the early foundational development around seniors housing had already been done, with no senior tenant input.

Q - Why was it decided by SHU staff prior to our 1st STAC meeting, that STAC would only operate for 1 year, when neither Tenants First nor the City Appointment Office had this limitation Set?

Q - When this was raised at out 1st STAC meeting staff agreed to change it to 'assess'. Now that we've reached the 1 year mark, why are they assessing it without us being involved in the discussion?

Q - Why have we been given pre-set agendas for each meeting instead of contributing items for the agendas?

Q - Why have almost all of the agenda topics been discussed and fully developed by SHU/TCHC/City of Toronto 'before' being brought to STAC?

Q - Who authorized the SHU Mgmt. Team to make a huge change in the description of the role of STAC?.. From City Council's original order to the Deputy City Manager, stating STAC's role was to "Directly access, inform, and influence services and programs to be provided by the Seniors Housing Corporation", to "share feedback and advise on the ISM". All we've been able to access is peripheral pre-set issues - development and decisions are done without us.

Q - After this has been brought to staffs attention, why are SHU mgmt. 'continuing to develop programs and policies without us, asking only for feedback 'after-the-fact and with no follow-up?

Q - As STAC is to be a conduit between mgmt. and sr. tenants, why have all the suggestions STAC put forward last December on how we could connect with tenants, not been carried out?

Q - As SHU prepares it's year end corporate list of all the things it's worked on with STAC, will they also be including all of the numerous issues we've raised that are still far from resolved?

ISM

---

i) Senior Service Coordinators-

Q - We were not involved in the development of this role. STAC had not even been formed when the hiring had been started. At STAC meetings we have voiced extremely strong objections to the ill-thought design of this role. Why have none of our ideas and suggestions been implemented?

Q - You (staff and mgmt.) have acknowledged the extreme importance of trust in this tenant facing supportive role. Why are you telling SSCs with social work backgrounds 'not' to act as social workers or use their social work skills, when in fact it is precisely these skills that are needed to develop trust and communication with the tenants?

Q - We have repeatedly stated that SSCs having dual roles of 'being an agent of the landlord' (sending out cause for eviction unit inspection notices, not being able to assist tenants with certain concerns because of role limitations, confronting tenants with TCHCs archaic complaint system..) while expecting tenants to be comfortable coming forward and taking the risk to ask for the 'connection to wanted and needed services'. This is a conflict of interest, which will entirely defeat the purpose of helping seniors to age in place. Why haven't you changed the role or involved us in developing a more effective role description?

Q - There are tenants with multiple (complex) needs, some of which actually involve the landlord. How can SSCs ethically represent the best interests of the tenant while being expected to represent the landlord?

Q - At the time the 1st SSCs were being hired, TCHC imposed DRASTIC cuts to all building staff (supers and maintenance) in all of the small and mid-sized buildings. Tenants are outraged and disheartened, and the related issues are countless. (in 1 bldg.,2 lists sent to area mgr. working on 3rd).

How can you possibly claim, that adding new part-time SSCs is an 'enhanced' staffing model, when in fact senior tenants have far fewer staff than before?

ii) MoH LHIN Care Coordinators (HCCs) -

Q - Since HCCs were supposed to be in place and assigned to bldgs. in the SE Region when ISM was implemented last December, why has not 1 tenant ever met them or ever heard of them?

Q - Why have none of them ever been to any of the buildings they're supposed to be coordinating the care for?

Q - Why did it take over 6 months for the SSCs to be given the names of the HCCs they're supposed to be working with?

Q - Why when I contacted them to introduce myself as a member of STAC, asking for a conversation about regional services for senior tenants, did they not reply?

iii) Regional Senior Service Providers (Agencies) -

Q - Each of the 4 seniors housing Regions has formed or is forming its own health care Table/Hub to discuss the needs of seniors in the Seniors Housing Corporation. Why, after repeatedly asking, are we being excluded from the discussions and planning at these health care Tables/Hubs?

Q - Why are we 'still' asking (from Sept.2020) what are the criteria being used (and why aren't we involved in setting it) to determine which health care agencies are going to be used, and which would be the most beneficial to the tenants?

Q - Why are senior tenants/STAC being asked for input on items of smaller relevance (do we prefer craft painting or pole walking) and not being able to discuss or provide input of greater relevance around agencies who provide services (eg: how much time and space will your service require? can your agency provide both nursing and addiction supports? how many case workers do you have on staff? what is the average wait time for service? can you

connect us with educational presenters? Have your staff done any training in geriatrics? mental health issues? how will you resolve conflict? will you communicate with tenant leaders in whole bldg. services?) ?

Q - Why is SHU Mgmt., along with Access and Support Mgmt. currently involved in developing program plans with service providers, which take over the use of 'our' legally designated common areas, without asking senior tenants/STAC how much of their common area time and space they are willing to give up?

Q - In Q2 of 2019 TCHC dropped all formal opportunities for senior tenants to be part or communicate through the Ten. Eng. System. (Ten. Eng. Refresh revolves around the 16 hubs for the family buildings). Our CSCs were re-assigned and our Tenant Councils were disbanded. Why have neither Julio nor Jaipreet officially or respectfully acknowledged this, so that we can move forward, with or without them, to design and be part of a new seniors tenant engagement system?

Q - Why have Access and Support/SHU Mgmt. recently designed a new role, for which they are hiring 4 new staff, and erroneously calling it a 'Tenant Engagement' role? Where was STAC input?

Q - Since we've been 'told' the primary task of this role will be to streamline Use of Space Applications, for both tenants and outside agencies. Since we are not involved in any discussions around the outside agencies, how can that possibly be applicable to Tenant Engagement?

Q - We have voiced several strong objections to 'mgmt. designed' new Use of Space Policies. One of these objections is their assumption that it's OK to expect tenants to apply to use their own space. What is being done about our objections and why is this development still moving forward and still not including us?

Q - Has anyone in mgmt. even checked the R.T.A. or Lease Agreements before starting this?

Q - It's my understanding that outside agency contracts will not happen until the new Seniors Corporation takes over in June 2022, so why is mgmt. working behind the scenes, with no STAC involvement, arranging programs with these agencies?

Q - In the valid effort to coordinate service providers, is there a possibility here that 'streamlining' Use of Space Applications will turn into an agency/mgmt. priority, over the true priority of tenants needs and rights?

Q - Will the false title of Ten. Eng. for this new role a) Simply confuse Board Members, new mgmt. and tenants, as well as b) serve to further complicate the

severance of the old Ten. Eng. System?

3/ HUBS

Q - In May 2021 a special STAC mtg. was held with SHU Mgmt. around major STAC concerns over the TCHC/City of Toronto designed Senior Hubs.... security, fears of full agency-takeover of space, loss of existing services, loss of tenant-run programs,transportation...Why, immediately after that, did SHU Mgmt. do a presentation to TCHCs Ten. Services Committee, with not even one mention of the concerns and issues STAC had brought forward!? And in fact, present a plan with a full agency-takeover.

Q - Yes, the Sr.Hub plan was put on hold, but does it not still speak to the question of integrity in presentations to the Board?

Q - Again, back to criteria in choosing service providing agencies, why was one agency already chosen months before then, with no tenant/STAC involvement on how decisions are being made?

Q - When Hubs were placed on hold we were told by mgmt. that it would be going to a consultant to review. Then we found out through other sources that there wasn't going to be a consultant. So when asked again, SHU Mgmt. said it was back in the hands of the City. In a follow up (Aug./Sept. this yr.)we were told the same thing. So I emailed Tenants First (Jenn St. Louis) to ask about progress. I was told that SHU was handling it. ??

Q - Why are we being excluded from the conversations and development of the Hubs?

4/ RECOMMENDATIONS-

This will not cover everything, but it's a suggested start.

- STAC be restored to it's original purpose and intention, as directed by City Council in July 2019.

- One or more STAC members have access to real time or recorded minutes of SHU Mgmt. Team formal meetings.

- One or more STAC members have access to real time or recorded minutes of the Joint Operations Table with SHU/Access and Support, SSLTC, Tenants First, Health Partnerships and City of Toronto.

- One STAC member/Tenant Leader per Region be given access to Regional Healthcare Provider Hubs/meetings.

- SHU/Mgr. of Access and Support to provide STAC with previously requested list of all current Senior Tenant Reps/ Leaders, so that information, as per our role, can be disseminated to/from tenants more efficiently.

- One or more STAC members/Tenant Leaders be privy to information and granted the opportunity to be heard, in matters being discussed/negotiated by TCHC/TSHC regarding Shared Services Agreements. This should be in real time so that contributions can be made prior to finalizations.

(I believe since you'll be hearing the bright side from upper mgmt. it would also be beneficial to all to hear how different policies, services and operations actually look in practice.)

Thank you for your time and service.

Maureen Clohessy

Issues Tenants face:

1) New laundry equipment: The fiasco switching from Sparkle to Coinamatic.
    a. Many have to mail in a request for a refund on the now defunct Sparkle cards, some with owed over $20. With the machine only accepting rounded-off dollars of $5, $10 and $20, and the washers and dryers not rounding off but being $1.75, we knew that it wouldn't be the tenants coming out ahead.
    b. The new machines are front load, seniors must bend over to load laundry. Oct 30: Super told a tenant the machines would be switched to top load, but tenants are needing to wash in the meantime, and many are struggling or simply can't do it. We could have had it right in the first place.
    c. The cost for machines at the Danforth side is $.25 more than the smaller Strathmore laundry room, causing crowding during COVID.
    d. New machines hold much less than the previous ones: tenant complained he could wash only 3 pr of pants. Another reports needing to spend twice as much to do the same amount of laundry.
    e. Most tenants are unable to make it to Danforth and Coxwell to the public coin laundry.
    f. In removing the Sparkle machines, tenants note that the new tiling had stopped at the edge of the Sparkle machine. When the machine was removed, there's a hole left in the floor, as the Coinamatic didn't install their machine over the hole.
    g. Putting money on the card assumes seniors have either credit or debit cards. Many knowing of ongoing fraud don't use either and use cash only. Most seniors do not use the internet or do online banking to keep an eye on potential fraudulent use of their information. Three weeks after installation, the machine will now accept cash, but again, rounded off in dollars when the washers and dryers end in $.75.
    h. A tenant learned that these machines apparently use less water! Senior tenants continue to struggle with staying clean

and healthy within their modest budgets in the name of TCHC saving a few bob.

i. Update Nov 1: tenant reports doing two housecoats separately, didn't spin dry; she reports contacting Coinamatic (Cynthia) who told her that the machines were not designed to launder bedding (which seniors and their caregivers need to do on the premises).

Solution: with two tenant reps in our building and an active tenants' association/problem solvers, and, of course, STAC, it would have been very easy BEFORE ramming through a new system to review with seniors who use the machines to determine what would work and what wouldn't. Once again, we're totally ignored when we could be useful.

2) Remodeling, renovation, construction, repairs:

a. We have seen a 2021 report to TCHC given by our new SSC Tackese Kinglock (our first one Renee Sauer was in the position 8 months, then promoted away from us). See: https://www.torontohousing.ca/capital-initiatives/capital-repairs/Pages/CECP.aspx. She states vulnerable tenants should know how remodeling and construction will impact their lives, but we are not. We see posted notices about when these activities will begin (and possibly end, or not), but the normal state of affairs is this:

Mid-February 2020, minus 25C, a 14th floor tenant awakened to noise and dust; she is quite able, stepped out of her door, and saw the tiles outside her door being noisily removed, with dangerous equipment, dust, and contractors filling her hallway. She noted that if her amputee neighbour had needed to leave, he would not have been able get out at all and would be trapped in his unit. There was

no notice or provision for egress given to tenants, nor notice of how this would impact lives.

On lower floors, tenants, some with asthma and COPD, complaining of the dirt, dust, mess and danger, report that

contractors either told them to “F-off” or “Do you think I care?” This is normal behaviour. One tenant on the elevator asked a contractor to wear her mask and was actually physically assaulted. This tenant is articulate and uses email, and although the contractor was fired, there are repeated complaints of unsupervised, rude contractors putting our frail seniors at risk.

Solution: Anyone working in a seniors’ building should be trained in seniors’ issues and how to interact with us. Onsite TCHC supervision could ensure not only proper workmanship, where mistakes could be spotted before a floor has to be ripped up and redone as happens normally, but also more congenial interaction with tenants whose lives are being disrupted. Following Tackese Kinglock’s recommendation to the TCHC board, tenants should have more than just a general posted notice and more personal interaction in being notified “Your hallway will be worked on as of Thursday morning, and you may not be able to exit. Here’s an emergency number if you can’t get out and need to.” It should not be the Client Care number but one that’s answered immediately by someone nearby to help. Expecting the Super to do all this when she’s running around fixing things is inadequate.

3) The duplicitous manner management pretends to obtain input of senior tenants:

   a. When tenants protested the dust, dangerous debris and equipment, and noise in their hallways during the coldest days of February and beyond, the area manager claimed tenants had been involved in the process.

      a.i) Tenants had no say in the priority of new tiles or other cosmetic changes. In fact, cosmetic improvement was never a priority of tenants. Better security, tenant support, and pest control remain at the top of our list.

      a.ii) Once Housing decided it would happen, tenants had no input in choosing the timing of these activities.

a.iii) Tenants were only allowed to choose between two pre-selected paint and tile colours: drab grey and insipid brown. Not surprisingly, the unit doors are now blue!

It's clear, our input is totally irrelevant.

a.iv) In this project and the retrofit, tenants with a construction background have tried to give help: a) the entry steps are too narrow for a human foot ("You think you know so much," but the steps had to be ripped up and re-done, still with space left underneath them that will allow moisture, ensuring they'll need to be re-done again), b) tiling should start at the widest point of the hallway ("I know what I'm doing," but they had to rip it up and redo it).

b. The so-called Woodgreen/Housing survey asking tenants which activities they might enjoy in the rec room.

b.i) Woodgreen personnel went door to door independent of Housing, though Housing went to other doors.

b.ii) Tenants trustingly stated activities they might like to have.

b.iii) Tenants did not know that their answers to activities they might like would be used to argue for the rec room to be given over to Woodgreen as a Health and Wellness Hub to include outsiders from Woodgreen's catchment area, which includes a drug program.

b.iv) When tenants learned of the ploy, they rallied in a manner never before seen in 5 years' of tenant association activity.

b.v) Tenants have been told by counsel that we cannot use the legal system for the takeover of our Residential Complex space until we actually lose it.

4) The sad state of STAC itself:

a. Several of us had high hopes when we were first appointed to the advisory committee, though we heard nay-sayers assert, "It'll just a rubber stamp for Housing doing what they want." Alas, as Bill Lohman stated to the TSHC Board Meeting in his deputation on October 27th, the rubber stamp syndrome is exactly what has happened:

b. Those of us at the Tenants' First meeting in July 2019 at Metro Hall were told about an advisory committee, to begin very soon. Alas, members were not appointed, and no meeting was held till December 2020, missing the opportunity for many zoom or webmaster meetings during COVID, AFTER Greenwood Towers' Senior Services Coordinator Renee Sauer was already hired (with a job description already in her hand).

c. As Bill Lohman further stated, we spent a lot of time on logos and other irrelevant issues.

d. After the first meeting, Catherine Kabasele of TCHC asked volunteers to introduce STAC for the *Seniors Speak* publication (I had emailed them stating that not one senior had ever yet spoken and it should be [then and now] be titled *TCHC Speaks to Seniors*). Maureen Clohessy and I volunteered and spent two hour-long meetings with Catherine trying to explain that the readers have no idea what "STAC" even means, and we need to get readers' attention by asking what help they'd like, e.g. Need help with cleaning your apartment? Despite our time and efforts, the Communications department ignored our comments and only used statements they liked and after both our meetings they ignored what we'd recommended. Catherine expressed to us her own frustration with the "Coms" department. Maureen later contributed important information about dental services, but a critical point was totally omitted. Despite our protests, we are not listened to, and this attitude persists…even though everyone gives lip service that seniors have to be heard. We ain't.

e. *See my attached email of June 29, 2021. Never answered. Other members have experienced the same non-response.

f. Topics requested by tenant members are either totally ignored (Maureen suggested one at the June meeting) or, if acknowledged, postponed to oblivion (Bill and Anita: OCHE concerns). Management controls the agenda and has also changed the original meeting dates to provide fewer, interminably long for a senior (3 ½ hours), focusing on operational issues not policy or governance.

g. Since the first STAC meeting, there have been a number of changes in membership, with different staff showing up and new tenant members. Several of us participating since the beginning are frustrated with our inability to be heard and have held our own meetings to discuss the important issues, with minutes sent to STAC. Never acknowledged. Many of the newbies seem to be the "rubber stampers" Bill describes, more interested in the honoraria than giving meaningful advice (though no one is listening to us anyway).

h. When I was ousted from STAC for moving out, no longer a TCHC tenant, there has been no move to replace me with another person from our building. Because Greenwood Towers was identified originally to be the first Health and Wellness Hub and the ensuing fiasco thereto, and our building having the first SSC, surely, with an active Tenants' Association and other leadership from two tenant reps to draw from, representation from the flagship would be appropriate. But our building is unrepresented.

i. As per Councillor Fletcher's comment in the TSHC meeting of October 27, I stated that in the STAC meetings from December 2020 through the end of June 2021, there was no job description drawn up for the Seniors Service Coordinator position. Checking with friends, I learn I've missed only one meeting since, and it was not done then either. Ergo, STAC had no role in developing the job description for the SSC's. Greenwood Towers is now on their second SSC.

j. One of the topics we spent time on at the June STAC meeting, consulting in groups, then returning to the full meeting, reviewing a TCHC letter threatening eviction. We all agreed the tone was very aggressive and potentially very disturbing to a senior tenant. Despite our agreement that it should be changed, but it was not. We totally wasted our time and efforts, and were totally ignored in a task that the STAC managers gave us to do supposedly asking for out input.

k. Yet, one of my neighbours received it anyway! A victim of a violent neighbour who's been to the Tribunal many times and whose latest hearing was adjourned in September, it seems that this time, after being punched shortly after bypass surgery and calling police, he swung back. He was arrested but no charges were filed.

He received that very aggressive eviction threat. Fortunately, his friend is assisting him in now having to access legal aid to prevent his eviction.

Meanwhile, the true culprit who's punched a number of tenants over the years and cause many to have to move further away from her unit, abides unchecked.

Solution: If management persons at STAC direct us to solve even an operational problem and, like sheep, we do, then implement our suggestions.

5) Tenant confidentiality:

a. Whenever we tenant leaders try to find out about issues involving another tenant whose problems may be dangerous to other tenants, we are told no information can be given because of "tenant confidentiality." We understand that management can't say, "We've got the Alzheimer Society coming in next Tuesday," but we should have some sort of assurance that this confidentiality isn't a smokescreen to avoid accountability to

immediate neighbours facing the consequences of mental health, hoarding, flooding, leaving pots on stoves setting off fire alarms, refusing entry for unit inspection, bedbugs, cockroaches, and drug activity.

a.i) Ironically, though I have moved out, I received a call Oct 28 from "Michael Davis in the financial department of TCHC" alleging that automatic bank withdrawals for my rent in Aug and Sept had not been made and I would face eviction. I checked the story, confirmed I was not in arrears, through the Client Care number, but somehow the caller KNEW my phone number and stated my unit number and building, and that it was TCHC. The source of this security breach was clearly from TCHC.

a.ii) Note: during the so-called tenant survey last March to ram through a Woodgreen-let Health and Wellness Hub in our building, certain Chinese tenants were contacted by telephone and asked how their phone numbers were obtained. We have received no answer.

Solution: Ensure our housing information really is confidential.

6) Use of the rec room: The Health and Wellness Hub proposed last March for Greenwood Towers, TCHC in a sweetheart deal with Woodgreen Community Centre:

a) I think our story is well-documented, specifically how the survey done by TCHC and Woodgreen NEVER specified that responses from tenants being asked what activities they'd like in the rec room would be distorted to falsely show their approval of surrendering our rec room 9 to 5 Monday to Friday.

b) Our Tenant Association's survey, despite limited resources, indicated 137 votes to one that they did NOT want to surrender the rec room, and many went on to state their program and use of rec room preferences.

c) Jill Bada stated to STAC that an independent consultant would be appointed to review this. Instead, it's gone back to Tenants' First and managers state the implementation of the Hub is "paused." It doesn't matter what tenants want, and TCHC resorts to trickery and lies to overrule our preferences.

d) As many say, when TCHC wants to do something, they'll do it, regardless. Sure enough, with the coming of warmer weather, even though the rec room is officially closed, Woodgreen has been worming their way in, totally supported by TCHC. True, several activities tenants have been enjoying are supposedly outside….except when it rains. Tenants know the battle isn't over; TCHC has shown they can't be trusted, and there is strong suspicion about their relationship with Woodgreen.

e) In July, the Tenant Association Lead Team (leaders prefer this to having official titles of Vice-Chair, Secretary), meeting with area manager Michael Bezoff and then-SSC Renee Sauer presented tenants' preferences for use of the rec room.

   i. Most notably, tenants have loved their weekly bingo Tuesday nights

   ii. With weekly bedbug treatment on Wednesdays, tenant refugees need a place to sit out the 4-6 hours they have to be out of their units. In cold weather, the rec room is the only option, and some tenants (including me) have been treated over 100 times.

   iii. Tenant reps and the association need a place to meet with tenants.

   iv. Particularly, but not exclusively, the Chinese-speaking tenants have loved the weekly Grace Chen/Eastview programs. Our contact with their Exec Director indicates Eastview would be prepared to continue.

v. A new tenant rep, who has hosted and produced several holiday dinners in the rec room that tenants have loved, proposed breakfasts in the rec room. A qualified food-handler and caterer, she is totally capable, often providing meals to tenants already, notably Thanksgiving dinners two weeks ago.

Instead, the area manager in September presented a totally different list of activities, all Woodgreen-led, for tenants to choose from.

Here is ours:

Tentative Schedule for Use of the Rec Room Greenwood Towers

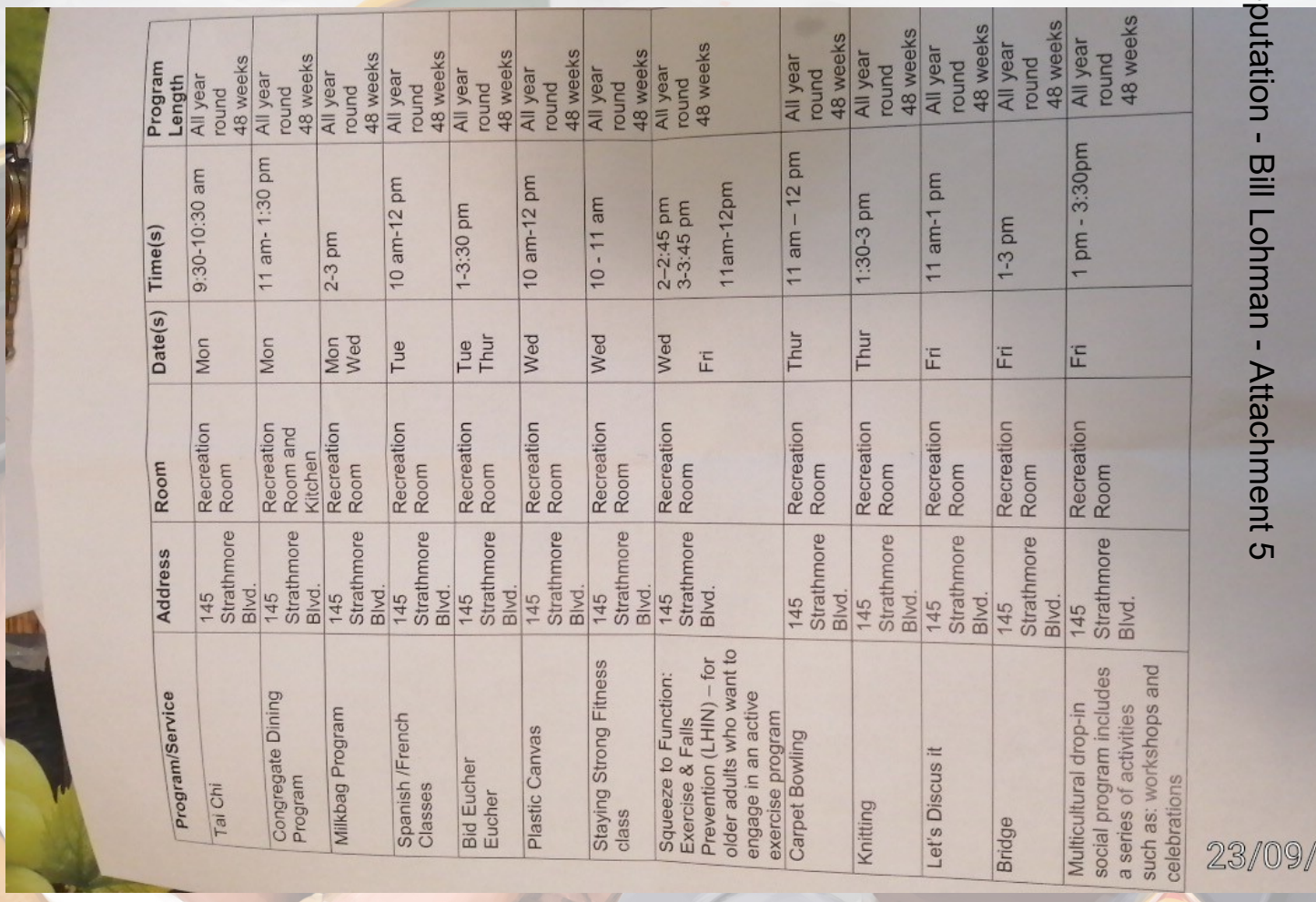
Monday	Tuesday	Wednesday	Thursday	Friday
Tenant Rep brkfst		Tenant Rep brkfast 10 a.m. onwards: Rec Room needed for people undergoing bedbug treatment, must stay out of unit for 4-		Tenant Rep brkfst

	TIGP 11 a.m. – 2 p.m 6 – 8 p.m. Tenant-run Bingo	6 hours, with their pet. 4 p.m. Tenant Rep and Tenant Association meetings 7p.m. “Choir, Choir, Choir” sing-along	Eastview Community Centre Grace Chen program 2 p.m.- 5 p.m.	Classes, M. O’Brien, 2 – 4 p.m. Meditation: “Calming the Racing Mind” without dogma or substances.

Not included: Weekend use for friend and family visits, religious services, small group socializing
Not included: Chinese-speaking tenant rep time with her community members when it’s cold or rainy outside
Not included: Tai Chi in inclement weather.
The exercise room and equipment therein (paid for through the Participatory Budget allocation funds) will be available during all hours the Rec Room is open.
Not included: Staff and union meetings. When they’re in there, everybody else including our CSC, is turfed out.

Keep scrolling down to see the activities presented by the area manager:

Here's theirs



Program/Service	Address	Room	Date(s)	Time(s)	Program Length
Tai Chi	145 Strathmore Blvd.	Recreation Room	Mon	9:30-10:30 am	All year round 48 weeks
Congregate Dining Program	145 Strathmore Blvd.	Recreation Room and Kitchen	Mon	11 am- 1:30 pm	All year round 48 weeks
Milkbag Program	145 Strathmore Blvd.	Recreation Room	Mon Wed	2-3 pm	All year round 48 weeks
Spanish /French Classes	145 Strathmore Blvd.	Recreation Room	Tue	10 am-12 pm	All year round 48 weeks
Bid Eucher Eucher	145 Strathmore Blvd.	Recreation Room	Tue Thur	1-3:30 pm	All year round 48 weeks
Plastic Canvas	145 Strathmore Blvd.	Recreation Room	Wed	10 am-12 pm	All year round 48 weeks
Staying Strong Fitness class	145 Strathmore Blvd.	Recreation Room	Wed	10 - 11 am	All year round 48 weeks
Squeeze to Function: Exercise & Falls Prevention (LHIN) – for older adults who want to engage in an active exercise program	145 Strathmore Blvd.	Recreation Room	Wed Fri	2–2:45 pm 3-3:45 pm 11am-12pm	All year round 48 weeks
Carpet Bowling	145 Strathmore Blvd.	Recreation Room	Thur	11 am – 12 pm	All year round 48 weeks
Knitting	145 Strathmore Blvd.	Recreation Room	Thur	1:30-3 pm	All year round 48 weeks
Let's Discus it	145 Strathmore Blvd.	Recreation Room	Fri	11 am-1 pm	All year round 48 weeks
Bridge	145 Strathmore Blvd.	Recreation Room	Fri	1-3 pm	All year round 48 weeks
Multicultural drop-in social program includes a series of activities such as: workshops and celebrations	145 Strathmore Blvd.	Recreation Room	Fri	1 pm - 3:30pm	All year round 48 weeks

23/09/

The only coinciding preference is Tai Chi, which participants enjoy nearly every day. Congregate dining is now at lunchtime, not the tenant rep's preferred breakfast. I'll make no comment about the appeal of French or Spanish lessons, as the predominant languages in the building are English, Mandarin and Cantonese, Greek, Tagalog, Korean, Vietnamese, Polish and Amharic.

Tenant stated preferences have been totally ignored.

vi. What does management say about giving the OK to agencies and thumbs down to tenants? The agencies have insurance and tenants don't.

vi.i. IF the rec room(s) are closed because of COVID, then an agency having insurance using our rec room will not prevent the spread.

vi.i.1. Someone stricken with COVID can't be sure when and where they were exposed.

vi.i.2. Even if someone infected were to argue that a week ago they were in a group hosted by Woodgreen, what use is insurance? We're all covered for medical expenses by OHIP. What actual damages could a tenant demonstrate?

vi.ii. Tenant leaders, particularly those trying to restore the popular Bingo, have stated their willingness to wipe down surfaces (two are qualified food handlers and have previously hosted barbecues and holiday dinners), limit the number of attendees, ensure seating and intermingling complies with social distancing rules, and monitor proper mask wearing. There is 24/7 onsite security for any needed support.

Though the rec room IS our Residential Complex stated in our lease agreements as being for our use, the agencies, specifically Woodgreen which tenants do not want, will eventually have it. Legal advice indicates tenants can do nothing until it actually happens. Meanwhile, Participatory budget items such as well-loved exercise equipment, the pool table, our dart board and ping pong table will be ruined.

7) Drug use and security

a) Tenants readily identify units and individuals who have for several years been involved in bringing many others into the building for a brief time, often there is aggressive behaviour and mask use is non-existent. One individual sells drugs from his ground floor

window, where numerous women have been reported climbing in from the outside. Despite one of his regulars smashing his unit window from the outside when he wouldn't open it to serve her, left broken for many months, as well as the window on an exterior door for a drug user to gain entrance, leaving a blood trail to that very unit, no action is taken. Meeting with the police, tenants are told it's never been proven that drugs are actually sold. The acetone smell could be a meth cook … or kitty litter, they say. Indeed, an undercover officer would have to do an actual drug buy, but they are obviously disinclined. Other tenants have a long stream of obstreperous visitors, with frequent late-night yelling and fights in the hallways and parking lot, doing damage to the building and preventing their neighbours from the quiet enjoyment of their premises.

When chaos erupts, tenants are told to report the incident to CSU, 416 921 2323. But if they manage to get an answer, they know from experience that officers, if they come at all, won't appear until several hours after the incident is over, thus discouraging tenants from phoning.

While we have 24/7 contracted security, and two daytime officers are particularly good, they have observed drug sales and are instructed not to confront.

Excuses we've heard include, well, this is Toronto, what do you expect? But ours is a seniors' building, and seniors have a right to safety as well as quiet enjoyment of their premises.

Our building experienced an overdose on the 3rd floor balcony (not a tenant) on May 21, 2021, with seven emergency vehicles appearing, and more recently, a 4th floor guest hurled himself off the 4th floor balcony to his death in the courtyard. Our 2 buildings are a community, and tenants are affected by deaths and hospitalizations. No communication was provided about these and other disturbing incidents.

Solution: If our building is ever to be a community for seniors to "age in place" with the supports they need, then invasion of outsiders can be curtailed with more aggressive action against drug activity. Further, tenants should be given the truth when someone dies, and counseling provided for those feeling vulnerable. Also, while people have a right to housing, some are not ready for independent living. Everyone would be better served if "transitional housing" (such as those used for ex-cons trying to re-enter society) used in many communities, recommended numerous times by Anita Dressler, were implemented initially, to ensure applicants for independent living can manage in the interest of everyone's safety.

8) The never-ending battle with bedbugs and other critters:

a. Although the treatment team appears every Wednesday and always have a number of units to attend to, the problem in the past 8 years has never been solved, and with the current approach, never will be.

a.i) During 8 years' tenancy, I was treated more than 100 times, but stopped counting at 100. I knew with a hoarder, medically challenged neighbour on one side and a substance abuser on the other, it would never be over.

a.i.1. Because of fragile health, the hoarder repeatedly denied entry to the treatment team. Only when I persisted with the Super who found him a place in the rec room to stay (during COVID), did he endure about 3 treatments. This is not enough.

a.ii) We have documented units, and can provide those, where tenants allow no one to enter. What about the yearly unit inspection? If Housing can't gain access, they claim 95% success rate and seem to forget about it. When a neighbour complains that a nearby unit is never inspected, they are told the tenant doesn't need to admit them. This is not true. Neighbours are aware that these units are often full

of junk and the tenant doesn't care about or perhaps notice bedbugs. Some tenants search the garbage for items and bring them back in, ensuring the bedbugs that have been removed come back in.

a.iii) Several tenants have been treated so often over several years with mediocre results that they say they just take care of it themselves. That approach is ineffective as well.

b. Tenants report that with the ripping up of the tiles and other contracting activities since February, there are now more cockroaches than ever before. (Where there had been none, I, too, sprayed at least 4 on my east wall between March and June).

c. Tenants report mice, specifically at the moment, a unit on the 13th floor.

Solution: The very strategy alleged back to Patricia Quartarone's day, i.e. treating units in the "block" style (units above, below, and either side of the affected unit) should be consistently implemented. Tenants deny entry, and it doesn't happen. The entire building should be done.

Respectfully submitted

Janet McLeod, former Chair, now consultant for the Lead Team of

Greenwood Towers Tenants' Association

145 Strathmore Blvd

Toronto

*Email to STAC June 29, 2021, no response rec'd

Janet mcleod <findcolleges@yahoo.ca>
To: Members of STAC,Senior Tenants Advisory Committee,Anita Dressler,Maureen Clohessy,WILLIAM LOHMANand 6 more...
Cc: Christine Sheppard,Roberta Butler,Lisa Gervais,Jenn St. Louis,Andrea Austenand 6 more...
Wed., Jun. 30 at 2:35 p.m.

I was very discouraged after the painful 3 1/2 -hour-long STAC meeting last Thursday. Though I was pleased to be permitted 5 minutes at the 2 1/2 hour mark to review what happened about the implementation of a Hub in our building at 145 Strathmore to update those STAC members who had lent their support to our protesting tenants, it seems that the bulk of our time was spent offering approaches to operational problems that are TCHC's job and for which solutions are self-evident. Notably:

1) a tenant with memory problems not applying for benefits at age 65, falling behind on rent: Solution: isn't that why we are hiring SSC's?

2) a non-English speaking tenant, interpreter moved out, also falling behind on rent. Solution: If non-English speakers are accepted as tenants, interpretation services must be provided.

3) "Communications," specifically the form letter indicating possible rent increase: Solution: with all these Communications people overruling our submissions to the "Seniors Speak" newsletter, none of them noticed the authoritarian, threatening tone of the document?

As I mentioned at the meeting, lulled into complacency by believing the Greenwood Towers Hub would be located in the former OUL offices, attached to our building but a separate entrance, as Jaipreet Kohli and Joan White told us in May 2019 at Councillor Fletcher's building meeting, I failed to attend the separate March 5th Hub meeting, but fortunately managed to learn the topics covered from a STAC member who kept copious notes. The results of that meeting were amazing, thoughtful and excellent, yet never shared with the STAC group as a whole.

And though Grant Coffey said the results had been noted, on March 8 when Woodgreen and TCHC "surveyed" our tenants, none of the recommendations were implemented.

If we are an advisory committee, we should as a group be reviewing the findings and recommendations of this... and other... special meetings, just as a Board of Directors does. We should hear their report, ask questions, discuss further at a general meeting, come to a consensus, approve the report (or not), and make recommendations to whom we're supposed to be advising. Isn't that what an advisory committee does?

Here are some of the recommendations of that Hub special meeting: tenants should be involved in deciding which agency provides services, what activities they want, and should have a final say in the use of their building space. These conclusions were shared only with the attendees and, I think, Grant, but never with the Advisory Committee as a whole. It appears that lip service may have been paid with the questions our tenants answered in the survey of our building, such as "would you like more activities?" but the totality of the plan for Woodgreen to take over our rec room M -F from 9-5 was never mentioned, and tenants were horrified when they learned of it, as we have documented to and discussed with our City Councillor and TSC Committee member Paula Fletcher.

According to City Council, the Senior Tenants Advisory Committee (plus a committee on accessibility) was to be initiated in July 2019. But by the beginning of COVID in March 2020, it had not been, and with COVID, the City turned the job over to TCHC (not a judicious decision), more tenant nominees were called for (notices posted in some buildings but not all), and we didn't meet till December 2020. Meanwhile, the ISM was moving forward despite the lack of a Seniors Housing Board of Directors (still not officially meeting, as I understand) and certainly no recommendations from STAC. Clearly, a deal was made with Woodgreen, and by June/July 2021, we have given no meaningful advice as a committee.

I recommend we follow the usual protocol: when subcommittees meet, let's hear their reports, discuss findings, if we're not happy, send it back to the committee, and if we are, achieve consensus and make an official recommendation to the body we're advising.

Alas, I have seen a manipulative approach more than once with Housing, ongoing with the cosmetic enhancements at Greenwood Towers. Last fall, our tenants were allowed only to choose between two pre-selected colours for trim and tiles: dull grey or lacklustre brown. There was a big deal made

of an election, we voted and chose grey. Then when tenants complained mid-February in bitter cold that hallways and their units were filled with dust and debris, making them choke yet unable to exit, our manager stated, "Tenants were involved in the decision." Yet tenants had no input on whether cosmetic changes were a priority (they aren't) nor when the mess would take place. Meanwhile, the trim and unit doors have been painted blue.

My concern is that important decisions about the ISM are already being made, STAC has had no influence... but when the ISM is rolled out and issues arise, it will be stated that STAC was involved every step of the way, when, in fact, we are not.

Various STAC members have requested additional meetings and the reinstatement of meetings that management has cancelled, to no avail. Concerned tenants have been meeting separately to discuss important issues; but if we were a truly collaborative body, we wouldn't need to.

The Ombudsman reporting to the Board of Directors last fall noted that "communication" was the crux of the multiplicity of complaints about Housing, and despite the development of a Solutions Committee, the lack of communication remains an issue at all levels.

A further concern is the changing faces. We know some tenants resigned, and we have seen Christine Sheppard since the beginning, with Wendy Dobson appearing more recently, but I understand these two will not be on the committee for much longer. Is this really an official committee making recommendations that anyone is listening to, or, as tenant advocates like Doris Power predicted before it was formed, are we just rubber stampers? And if that's what we are, why are we taking so much time to advise on nothing?

Hoping for meaningful and effective collaboration, I am

Janet McLeod
STAC member

Ombudsman Toronto - William Lohman

----Original Message-----
From: Bill Lohman <bill19sag53@rogers.com>
Sent: Friday, May 28, 2021 11:54 AM
To: Ombudsman <ombudsman@toronto.ca>
Cc: Darragh Meagher <darragh.meagher@torontohousing.ca>; Sheila.penny@torontohousing.ca

Subject: discriminatory actions toward seniors constitutes ageism

Ms. Susan Opler, Ombudsman
Office of the Ombudsman - City of Toronto
375 University Av. Suite 203
Toronto, Ontario M5G 2J5

Good afternoon Ms. Opler,

It is not an easy decision to bring this issue to the Ombudsman office as it represents an inability to achieve a common ground with the city; a failure to be heard and to have the voice of senior tenants included in the decision-making that will have direct and long-term consequences on the well-being and dignity of fourteen thousands(14,000) vulnerable seniors living in TCHC/Senior Housing Unit(SHU) and the 'quiet peaceful dignity' they were promised and expect.

I have been an active member of Seniors Voice, a tenant advocacy group, since it's first tenant meeting in 2016 where I participated in dozens of tenant meetings in senior communities across the city and I was on the Advisory Committee that created the Tenant/Staff Charter. Over the past 7 years, I have participated on medical advisory committees focused on the social determinants of health and social justice issues and I served on the Board of Toronto Inter-Generational Partnership, a non-profit organization whose mission and engagement model connects elderly tenants and students through it's programs at TCHC senior communities. I represented my communities at Operating Unit(OU) tenant councils in two different districts and attended many of the Tenants First and TCHC Refresh consultation/information sessions.

Currently, I am a member of the Senior Tenants Advisory Committee(STAC) for implementing the Integrated Service Model(ISM) into the 83 buildings of the Seniors Housing Unit(SHU).

I raise concerns about issues that affect elderly tenants to underscore and address the very real problem being faced by seniors and senior communities: The lack of transparency, Honest communication, and absence of respectful accountability about our futures, from TCHC and City staff.

During the recent virtual conference "Planning for Seniors Housing in Changing Cities: A Cross-National Exchange" that took place on May 11th and 12th, 2021 where the Integrated Service Model(ISM) was introduced and touted, I Listened to the City/TCHC management's presentation on the ISM for Toronto's seniors and found it both exciting and depressingly sad. It revealed how nearly complete the Integrated Service Model(ISM) is and just how much effort has been put into actualizing this model; and all without senior tenant's knowledge or input

Strangely though, the viability of this Integrated Service Model(ISM) appears to be predicated on an implicit assumption that each community has a functioning leadership structure that is able/willing to marshal in the new Seniors management model which they know nothing about and have had 'NO' say in.

The critical integrating component that connects tenants to the Integrated Service Model(ISM) is not included in the Accountability Framework's implementation plan. Instead, as we've learned, staff recently decided to use the Tenant Service's Refresh modeled for youth and family engagement, that levies increased responsibilities on senior tenant committees and community leaders with the added accountability to both Refresh staff and Integrated Service (ISM) management; an unpaid, junior Community Services Coordinator(CSC) would be a fitting job description.

And it would appear that seniors leaders of each community are expected to be the thread that sews and binds the Integrated Service Model(ISM) and non-existent Engagement Refresh together while also tasked with maintaining an open communication channel to serve as the core link to senior communities for the drop-in management staff; not quite the full-time, extra staffing and added supports written about and promised.

Seniors have been provided no seat at the building's Integrated Service(ISM) and management round-table that will coordinate, deliver and oversee all building functions, including the integrated service delivery that again, gives seniors no voice in their own community governance, but they will get to choose the 3 Community Action Plan(CAP) priorities that they will be accountable for, to Refresh staff. The sad reality for many communities is that those priorities are decided for them by TCHC Refresh staff.

The city's Tenants First and TCHC staff deliberately put seniors into a Silo, while ignoring every concern that tenants have raised about engagement and their tenancy. Despite the many deputations raising alarms about seniors needs and voices being excluded, TCHC Refresh committee members said seniors weren't included because they get the Integrated Service Model(ISM).

Tenants First staff decided that 'seniors did not need to know' what was being planned for them. What is the strategy behind not informing or including seniors in the discussions and development of the Integrated Service Model(ISM) with the same due regard provided the youth and family engagement model, by Tenants First and TCHC?

I am attaching a brief, prepared by the tenant association leaders at Greenwood Towers that succinctly outlines the "Tale of Two Cities" reality that tenants face. It addresses senior residents reaction to the disingenuous behavior of City and TCH management and a self-serving 'Hub model' agenda that is contemptibly dismissive of the breach of security protocols established for the protection of senior tenants and to keep them safe.

It's like living with two sets of books, one written up and packaged nicely and in-line with the expected accountabilities for bosses while the other is the specious and obscurant reality for 83 'left-out' senior communities facing negative impacts like what's happening right now at Greenwood Towers, 145 Strathmore Blvd.

The City and TCH management plan for 'senior wellness hubs' is exactly what every senior community said they do not want; interloping agencies and outsiders in their buildings controlling the common space and denying the access their tenant's leases give them access to.

Obviously, seniors in that community were not informed clearly, if at all, about the massive intrusion, security problems and the invasion of privacy that vulnerable senior tenants would face from outside agencies bringing their clients into the building, including drug addicted transients and the criminal element of the neighborhood coming into the community's 'living space', after years of fighting to keep them out.

This is just one documented instance of the failing results from tactics employed by the City, Tenants First and TCHC that highlights the lack of respectful consideration, transparency and accountability being shown tenants in the 83 seniors buildings, since the beginning of Tenants First mission and exposes a deplorable and ongoing strategy to silos seniors behind a wall of silence to keep them from knowing and participating in the design of their own 'Living in Place'

Futures, as promised by Tenants First and TCHC. Why?

This dismissive, deaf ear approach, notwithstanding the COVID-19 pandemic, used by Tenants First, TCHC and the Senior Services and Long Term Care(SSLTC) management to keep 14,000 Toronto Housing seniors in the dark while their future is being decided without them, has turned into big problems of communication that hamper the cohesion of any meaningful and worthwhile tenant/staff enterprise. It has soured already tenuous relations further, weakened trust in management leadership and accountability, and it deadens the motivation of seniors who might want to pitch in and help but feel the condescending and unaccountable TCHC staff culture is incapable of living up to their own Service Standard Commitments and the very principles of engagement that they expect tenants to affirm/obey/adhere and live up to:

Transparency, Respect, Collaboration, Honesty, Integrity, Accountability

The gravity of city employees discriminatory actions toward seniors constitutes ageism. The continuing lack of consideration and acknowledgment of this bias is one that can easily result in dismissive decisions that can pose harmful or dangerous consequences for those not being considered, as the staff's 'hub' agenda for the vulnerable seniors at Greenwood Towers clearly demonstrates.

Every step possible has been made during this ongoing effort to bring awareness to the absence of transparency, accountability and lack of due regard afforded tenants in the seniors entity.. This is not good customer service. It is behavior that is unbecoming of any city employee, by it's own mandate and should not be permitted against a vulnerable and protected segment of Toronto's population.
I am bringing this to you with the hopeful expectation of your assistance.

>> With Regard,

>> William(Bill) Lohman
>> 416-219-6955
>> 3174 Bathurst St. Apt. 113
>> Toronto, Ontario M6A 3A7\

>> Zip documents:
>>
>> Item 1- Greenwood Towers brief
>>
>> Items 2-5 Recent deputations to Mayor and Tenant Services Committee

>>
>> Items 6-8 Past deputations to Mayor
>>
>> <05-28-2021 Ombudsman.zip>

Brad Priggen <brad.priggen@torontohousing.ca>
To:Bill Lohman
Thu., Sep. 9 at 1:16 p.m.
Bill,

Sorry for the delay in responding to your inquiry through the Ombudsman's Office and John Angkaw with regard to the Tenant Engagement system and the ISM.

Bill, while your original email was sent in the spring to the Ombudsman office I hope that you can appreciate the steps to engage with various community leaders since then. Since your email there have been no less than ten meetings held with STAC and STAC Members around the Tenant Engagement System some of the dates and some of the attendees noted below:

April 9 – Interested STAC members meeting
June 2 – meeting Bill/Anita
June 9 – meeting Bill/Anita
June 16 – meeting Bill/Anita
June 23 - meeting Bill/Anita
June 30 – meeting Bill/Anita
July 20 – meeting Bill/Anita
July 28 – meeting Bill/Anita
August 16 – meeting Bill/Anita
August 17 – Interested STAC members meeting

All of these meetings were supported by numerous staff Members including Julio Rigores, Wendy Dobson, Jaipreet Kohli as well as others with the goal being to ensure that the Seniors Housing could work with tenant leaders such as yourself in order to build an effective Tenant Engagement system.

If you would like to further discuss the Engagement System staff would be more then happy to arrange another meeting with yourself.

Brad Priggen
Assistant General Manager, Seniors Housing Unit

Toronto Community Housing
423 Yonge St. 2nd Floor, Toronto, ON M5B 1T2
T: 416 981-6900
torontohousing.ca
Positive Tenant Experience | Quality Homes | Vibrant Communities

Bill Lohman <bill19sag53@rogers.com>
To:Grant Coffey,brad.priggen@torontohousing.ca
brad.priggen@torontohousing.ca,Jag Sharma,Sheila Penny,John Angkaw,Darragh Meagher,Jenn St. Louis,Emma Helfand-Green,Arlene Howells,Andrea Austen,sherarmichael@gmail.com,Rajni Vaidyaraj
Fri., Nov. 5 at 2:34 p.m.
Good afternoon,

Over the past five years, seniors have given dozens of deputations and attended scores of meetings with staff and the executive management to accommodate seniors needs that did zero to change the lack of inclusion or address the bias underpinnings of the Refresh.

What it clearly evident, now, is that there was no engagement model considered for seniors besides the youth-generated, (one-size-fits-all)version which was vigorously critiqued by seniors and found wanting at every stage. I still have a bankers box full of Refresh info-tation notes and questioning deputations. It is a sad fact that all the suggestions, voices of concern, and complaints by senior tenants about the Refresh model were dismissed, ignored and amounted to absolutely nothing.

The STAC suffers from the same lack of communication by management and unwillingness to address concerns not on a controlled script, that STAC members had to create a sub-committee for special meetings to discuss the pertinent and relevant issues related to senior tenant wellness. And in the spirit of transparency, the minutes of those meetings were shared with SHU management.

I do appreciate the recent steps taken to meet with STAC Members around the Tenant Engagement System following this letter to the Ombudsman's office last Spring, that TCHC was copied on. In fact, those Refresh meetings you cite would not have occurred were it not for assertive senior advocates. And as noted above, a meeting in and of itself means nothing, it is what it actually accomplished. Refresh management is continuing it's hell-bent drive to hold

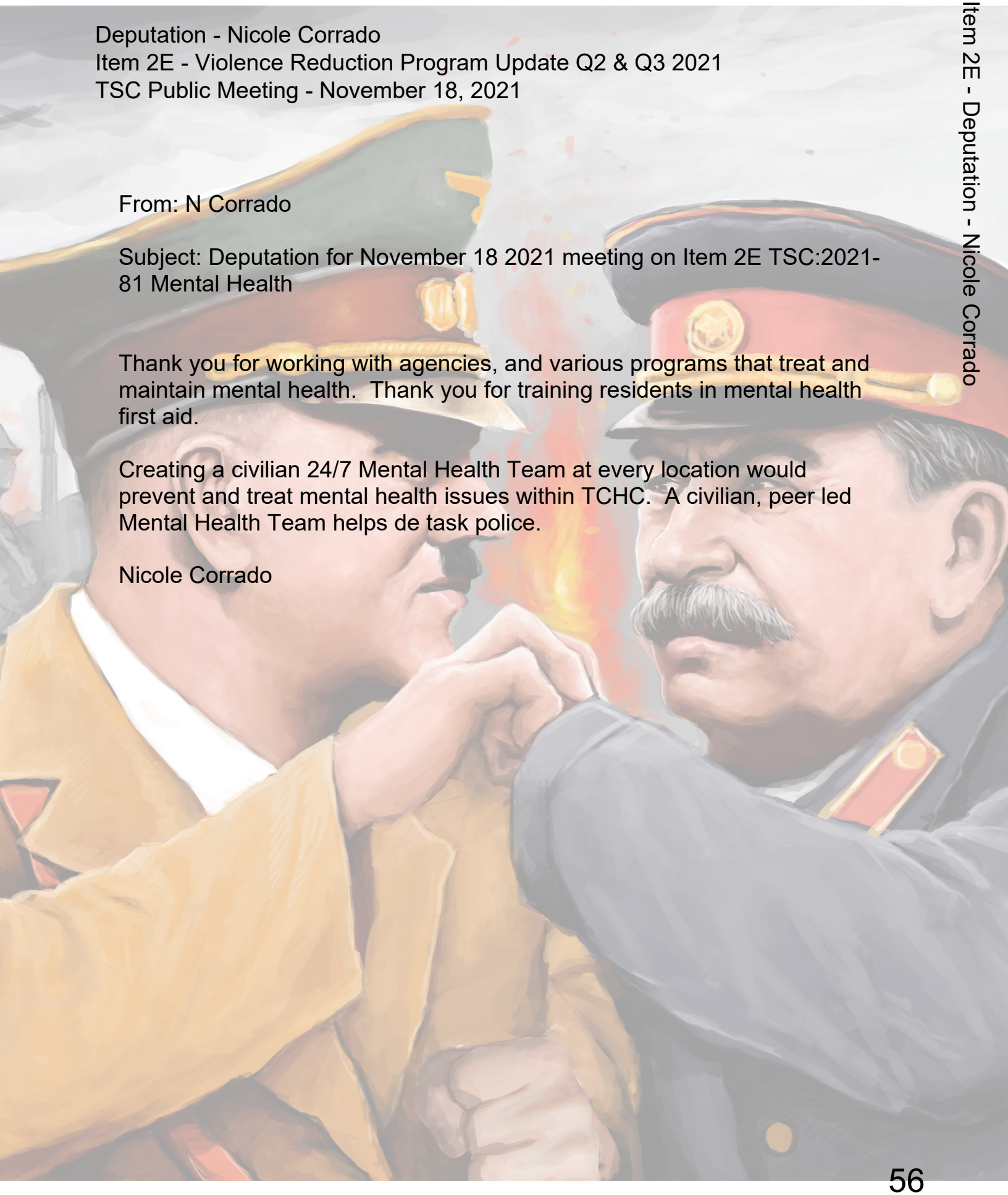
elections in senior communities to impose a governance structure and new service model without any explanation of how it will impact senior tenants. Also, It conflicts with the suggestions made by seniors at those meetings.

In the call I made to you(Brad), after seeing your reply to my letter to the Ombudsman, I said your response was totally unacceptable. That it failed to address any of the concerns raised in the letter and dismissive to the seriousness of the letter and it's scope. Sadly, it is to little, to late.
As I stated on the phone, these issues will only be dealt with through a meeting of TSHC management, TCHC management, Tenants First staff, Senior Services staff and senior advocates.

I am requesting an opportunity to work out these ongoing issue with you.
I look forward to a positive response for mutual understanding.
Regards,

Bill Lohman

Deputation - Nicole Corrado
Item 2E - Violence Reduction Program Update Q2 & Q3 2021
TSC Public Meeting - November 18, 2021



From: N Corrado

Subject: Deputation for November 18 2021 meeting on Item 2E TSC:2021-81 Mental Health

Thank you for working with agencies, and various programs that treat and maintain mental health. Thank you for training residents in mental health first aid.

Creating a civilian 24/7 Mental Health Team at every location would prevent and treat mental health issues within TCHC. A civilian, peer led Mental Health Team helps de task police.

Nicole Corrado

TCHC – TSC November 18th, 2021
Item 2F (Overview of CSU and attachments)

Walking through the objectives it shouldn't come as any great surprise that as a tenant we may see things differently. At least I do.

That first objective – To strengthen the relationship between the CSU and TPS – That should make it crystal clear that at no point in the future are the TCHC Special Constables not going to be beholden to Toronto Police Services. The Confronting Anti-Black Racism peeps can only hope for some type of equitable representation within the CSU ranks but even that will take years ... if not decades. Maybe the CABR folks could insist on body cameras for CSU officers. That way incidents can be viewed after the fact to determine if any racial bias - obvious or otherwise - is present when the Special Constable are performing their duties. To insist that the CSU cut ties to TPS would be like expecting me to get a lobotomy. They're to enmeshed to fully separate. Manage your expectations. Unless of course you want to sneak ahead to my argument declaring the CSU as redundant and reclusive.

The second objective – Reduce the level of crime and or anti-social behaviour [reported] in communities – (Yes I added reported) If their is a crime committed why are tenants calling the CSU? They take too long answering the phones. Never mind actually making it to the scene of the crime. They show up late for everything. As I've said before the Community Safety Unit is a misnomer. They aren't in the 'community'. They aren't involved in any relationship building activities that could be preventative 'safety' measures. They certainly don't

have any special training above regular police duties that would define them as a 'unit'.

The third objective – Enhance law enforcement activities as required – Reinforces the first objective furthering the notion that the CSU can't act alone. When I used to work as a security guard I didn't have to wait for Toronto Police Services to do my hourly patrols. But our “Special Constables” are proud to announce when they have single or double digit joint patrol with Toronto Police Services.

The fourth objective – Improve tenant safety and security – Well if we can't get the Special Constables to do regular patrols or advocate for CCTV surveillance on every floor of every building then they're failing on that objective too. Honestly if they installed the CCTV cameras they could sit in their three million dollar club house and watch the monitors then dispatch when they see problems arising. Despite what this document might indicate the Special Constables aren't very self directed. They only attend to issues that are called into the main CSU line. If they just so happen to stumble across something. It's not their problem.

The fifth objective – Ensure officers are able to spend more time in communities. Do they need specially written invitations? I don't know how it is that Board members can take the time out of their busy schedules to attend Hub Openings across the portfolio and the Special Constables are nowhere to be seen. It's like they're social isolating from anything TCHC. Building their little club house in the West End on rented property. (How much are they paying that numbered corporation for rent? Or should I be asking how

much we're paying? That probably comes out of TCHCs main budget. How many officers are working out of this club house at one time? How many subsidized housing units could that 3 million dollars have built?) Oh and there was a little boast about the CSU performing a security audit for two whole buildings. Wow. Don't strain yourselves. I've been waiting since my neighbour was killed a year and a half ago to provide a guided tour of my building. Christmas is coming ... again ...

If TCHC was confident that the CSU was performing at an adequate level there would have been more detailed questions about their performance than the single broad question about tenant safety and security on the Tenant Survey.

The final objective – Improve officer safety - That would be a great incentive for installing CCTV cameras on every floor of every building and requiring the Special Constables to wear body cams. Otherwise, they hardly have reason to get in their cruisers, let alone get out of them. From what I've heard they aren't much better than ambulance chasers. Using police scanners to determine where they might make an appearance.

I'd like to see the following sets of numbers

- wait times in seconds before a call gets answered (including hold times)
- wait times for officer to attend the scene
- number of times the CSU relied on the police scanner
- number of CCTV cameras installed within the buildings (currently focus seems to be on keeping the surrounding

community safe with no regard for those of us living within)
- number of times TPS could have clearly benefited from having additional CCTV cameras

Now there does appear to be a light at the end of the tunnel. Maybe this is where the CABR peeps and myself could apply some pressure to dismantle the CSU altogether. “In 2022 the CSU will align the deployment of the Special Constables and Community Safety Advisors to support the new organizational Service Hub Model.” If this means that every community is going to have its own Community Safety Advisor working full time hours we don't need the Special Constables. Why would we need them? Especially when you consider that EVERY Toronto Police division has its own Neighbourhood Safety Unit with officers that are reachable directly by cell phone, text or email. Doesn't that make the Special Constables redundant and reclusive? Yeah ... Thought so.

I've picked up on a few things missing from your slide show. Under responsibilities nowhere does it say that the Special Constables need to attend Tribunal hearings to confirm criminal or anti-social behaviour of tenants. Other than those tenants being evicted for arrears, it seems that TCHC doesn't care about those tenants that have exhibited confirmed criminal and anti-social behaviours. Including those repeat noise offenders that aren't listed. The one I know, turns up her music as advertising for when she's got a new supply of pharmaceuticals to sell. That's gonna go over real well when they build the new 25 story tower just across the street from her balcony. Just sayin'.

Otherwise, if it's not safe for the CSU to send in their officers with their uniforms, badges, and “Special Constable” status to attend Tribunal hearings how can you legitimately believe it is safe for tenants to attend Tribunal hearings against their criminal and anti-social neighbours? They rarely work here. We live here.

From: N Corrado

Subject: Deputation for November 18 2021 meeting on Item 2F TSC:2021-82 Community Safety Unit

Mental health care in crisis, and in preventative care, is best served by peers and professionals. Police, including Special Constables, are not really trained to handle mental health crises, and really should only be employed to handle criminal cases (which need to be prevented by better social determinants of health.). Thank you for training residents in mental health first aid.

There should be a Mental Health Care Committee consisting of persons with mental health disabilities, and professionals. This would help prevent problems, and handle them in a kind way when they do arise.

It mentions that the Community Safety Unit and the TCHC police enforce DOLA and dog bylaws. Police are not trained to humanely handle animals. Toronto Animal Services are supposed to handle situations involving pets.

The Dog Owners Liability Act (breed specific legislation) is discriminatory, and not based in any science. Most Pitbulls are friendly, just like any other dog. Breed bans should not be enforced.

Please create a Human Animal Coexistence Committee, consisting of humane trained persons who can help negotiate human/dog conflicts, human/pet conflicts, and human/wildlife conflicts that often arise between residents. This would prevent and humanely mitigate many of the dog and pest problems at TCHC.

Nicole Corrado

TCHC – TSC – November, 18th, 2021
Item 5 (Board & Committee Meeting Rules)

Once again pointing the finger at tenants when you have three fingers pointing back at yourselves. I can assure you that as often as deputants may drag out meetings TCHC Board, Committee, and staff members have done exactly the same.

So while you're pointing your index finger at us these are the fingers pointing back at you.

Middle Finger – Stop allowing certain board members to hijack meetings. They have as much difficulty staying on topic as do some deputants. Committee and board members have even slipped into confidential discussions in the public session. (Oh, I can't wait to read the Board [self] Evaluation. LOL)

Ring Finger – All members of the committee or board meeting should have read all the material (due diligence). Therefore when presenting material to the committee or board the members of the executive or management team should be prepared with a brief summary with a couple highlights and a key area of concern. There is no need to read every report word for word. You're digging into our deputation time.

Pinkie – It would be interesting to know whether or not committee and board members could respect time limits similar to the three minute deputation time limit allotted to us.

Suggestion for if board or committee members have comments or questions on agenda items
1 – alert committee/board secretary which items they wish to

ask questions about, or comment on, by noon the day before committee or board meeting (That's my written deputation deadline. What's good for the goose is good for the gander.)
2 – once the agenda item arises at committee or board meeting an initial three minutes to outline question, make a comment
3 – with a one minute follow up

I don't believe my expectations are unreasonable.

The ONLY limit I will permit on deputations is a mute button for the microphone when the deputant is clearly so far off topic that there's no conceivable way they can circle back.

Don't think I haven't noticed that the last Governance, Communications, and Human Resources Committee didn't happen because quorum couldn't be met. That indicates to me that certain Committee members (and possibly board members) have not been fulfilling their responsibilities. Don't be short changing our deputation process when you're not exactly operating at peak performance.

From: N Corrado

Subject: Deputation for November 18 2021 meeting on Item 6A TSC:2021-69 Pest Control

Please create a Human Animal Coexistence Committee to discuss and humanely resolve conflicts with humans, pets, and wildlife.

There is no law in Toronto that says lethal methods of rodent or wildlife removal are mandatory. Rodenticide and glue traps are illegal in Ontario.

It is obvious that poison, body grip traps, automatic mouse traps, and glue traps are not making Toronto Community Housing "pest free".

Rodenticide, even in locked boxes, goes right up the food chain as animals eat poisoned animals. Rodenticides also weaken animals, making them more prone to zoonotic diseases. Glue traps cause the animal injuries and loss of limbs. Snap traps/Victor traps often injure the animal and kill slowly, despite manufacturer claims of "quick kill". Lethal removal only leaves room for more animals to move in. It does not fix the holes in a building.

I have also heard allegations that birds, nesting birds, squirrels, and opossums may also be killed by TCHC.

Please add one way exit doors, live traps to release rodents outside in a heated artificial den (so they do not freeze in the winter), artificial dens and nests for baby birds and animals, ultrasonic sound repellents, and contraception for rodents as part of TCHC approved and recommended methods. Please remove all lethal rodent and other lethal wildlife control methods from TCHC list of approved and recommended methods.

Please move toward humane, non lethal alternatives. Here is a list of resources.
https://m.facebook.com/groups/1117504815249691/permalink/1117515305248642/

Sincerely,

Nicole Corrado

My name is Amanda Coombs and I am a Mental Health Counsellor with the CVWRP Pilot Community Violence, Wellbeing and Recovery Pilot. Many of my clients reside in Toronto Community Housing and their lives and mental health have been impacted negatively due to gun violence and acts of violence that they have experienced in their community. For example, I have two client's who reside in the Jane and Finch community that tried to resuscitate Sam Boakye's and have been living with PTSD and trauma since that incited. They have to walk pass the area where Sam passed away daily which triggers negative emotions and memories daily. One of these individuals also had their home and door number recorded in a rap video and notices suspicious individuals that do not reside in the community circling her home. Both of these individuals have been trying for years to get a crisis transfer and have been unsuccessful. I also have another client who is in witness protection and although she fears for her life she has chosen to remain in her current neighborhood because the options that were provided to her for a transfer had higher rates of violence in their community. They've been told that they were not impacted directly by violence in the community and therefore they do not qualify for a crisis transfer. This is just one of the many experiences with the individuals that I support.

The criteria for "Who is qualified" to obtain a crisis transfer needs to be restructured to accommodate the needs of those who are experiencing a poor quality of life due to violence in their community. The individual's safety also must be made a priority when transferring a resident from one community to another. It would also be beneficial to have units reserved in communities that have low incidents of violence and crime for residents that need to be moved immediately.

TCHC – TSC – November 18th, 2021
Item 6C (Crisis Priority Transfer)

Has any single tenant/family gone through this process more than once successfully? If so, what advice or supports are offered before they attempt second swing at the Crisis Priority Transfer process.

I'm pretty sure that if a person/people received a Crisis Priority Transfer because of a series of bad choices they made that doesn't stop them from making equally bad choices in a new neighbour'hood'.

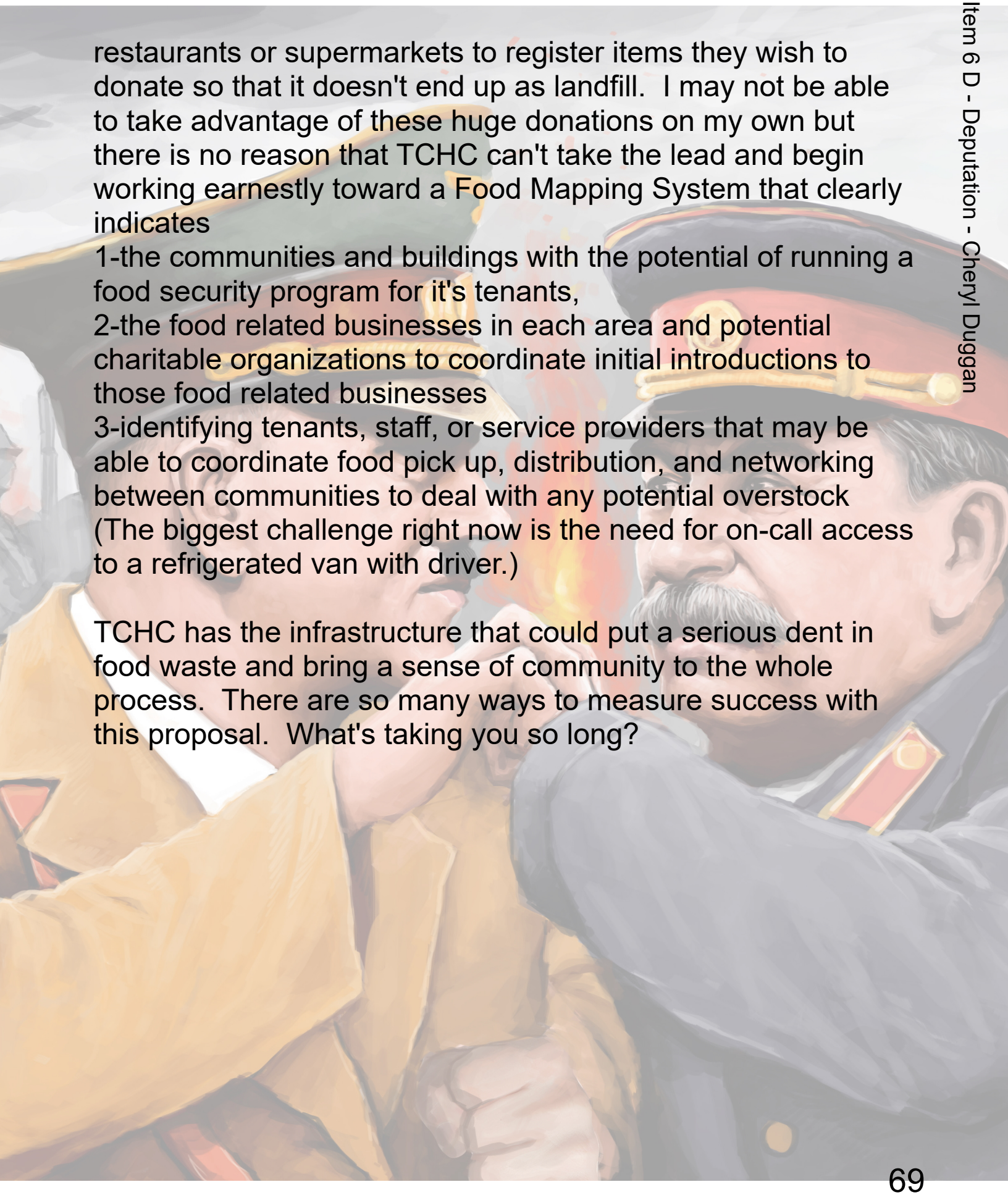
(I have reason to believe that an individual in my building was brought in under an emergency transfer. Yet the other night she was yelling for someone to call 911, her unit number, and stating she was being held hostage in her room. No charges were laid. It was a 'family' dispute and everyone was drinking a little too much according to a message left on my machine by TPS. I just can't help thinking that the main character in this whole scenario is gearing up to use that incident as a passport for yet another Crisis Priority Transfer.)

TCHC – TSC – November 18th, 2021
Item 6D (Community Impact Programs)

Youthworx needs to be scrapped in favour of a Community Youth Ambassador Program. The impact that Youthworx had on my community at our summer barbecue was negative. Yes. Negative. Not negligible. Negative . It took me two hours to clean up the mess they made in my rec-room. They seemed to violate every Covid protocol possible. There's no way they should have been supervised by someone who is likely an age co-hort and VERY pregnant. They were of no assistance. So much so, that I gave one of our community youth a hundred dollars for the effort he put in to assist while the event was in full swing. The Youthworx crew is just like Ontario Works. They don't. It doesn't. If there is an official way to ban YouthWorx from coming to my site please let me know.

If you design the Community Youth Ambassador Program properly the members will out-perform in their own neighbourhoods for honorariums. Then TCHC could plan special outings for cross-community socialization of the youth. Beach Day. Island Day. Game Day. Zoo Day. Museum Day. Gallery Day. High Park Day. CNTower Day. There's a lot of potential here for some positive media coverage.

Next up – Let's talk about my Food Mapping System. Yesterday I had to leave 250 pounds of prepared food on the table because I couldn't get a driver with a van in time. Previously, I have had to decline 200 pounds of bread and 1300 pounds of dairy cream. I'm partnering on my own with a charitable organization that has a system for allowing



restaurants or supermarkets to register items they wish to donate so that it doesn't end up as landfill. I may not be able to take advantage of these huge donations on my own but there is no reason that TCHC can't take the lead and begin working earnestly toward a Food Mapping System that clearly indicates
1-the communities and buildings with the potential of running a food security program for it's tenants,
2-the food related businesses in each area and potential charitable organizations to coordinate initial introductions to those food related businesses
3-identifying tenants, staff, or service providers that may be able to coordinate food pick up, distribution, and networking between communities to deal with any potential overstock
(The biggest challenge right now is the need for on-call access to a refrigerated van with driver.)

TCHC has the infrastructure that could put a serious dent in food waste and bring a sense of community to the whole process. There are so many ways to measure success with this proposal. What's taking you so long?

Item 6D Community Impact Programs

Reductionism is relevant as it may pertain to serving and working with prioritized people; community knowledge (of the issue), community knowledge (of efforts), community climate, community leadership and community resources.

Healthier communities mean healthier economies.

Research data supports certain types of violence and crime decrease as quality of life improve. Things like: cognitive function, health and wellness, happiness, quality of relationships. Domestic violence, gender-based violence and intimate partner violence is linked to financial insecurity amongst other factors like belonging and worthiness.

The impact outweigh the total cost which equates to more than any monetary value.

The existing and future disparities shouldn't threaten a child's innocence or future.

Jays Care Foundation is a wonderful example of supporting children and youth with programs to help foster community safety, health and wellness coupled with broaden network during key developmental years.

Partnerships, sponsorship, scholarship and collaborations need to positively expand beyond current confines into new territory so we can truly Build Back Better through purposeful work together.

Thank you,

Kathleen Doobay

Deputation - Nicole Corrado
Item 9 - Seniors Housing Unit South East Region
Tenant Experience Survey Results
TSC Public Meeting - November 18, 2021

From: N Corrado

Subject: Deputation for November 18 2021 meeting on Item 9 Tenant Survey

I noticed that there were complaints about birds, and bird netting was bought. Please ensure that bird control products are humane and do not harm the birds.

Please add one way exit doors, live traps to release rodents outside in a heated artificial den (so they do not freeze in the winter), nests for baby birds and animals, ultrasonic sound repellents, and contraception for rodents as part of TCHC approved and recommended methods. Please remove all lethal rodent and other lethal wildlife control methods from TCHC list of approved and recommended methods.

Sincerely,

Nicole Corrado